



An AEP Company

Reliable Affordable Power

IURC Investigative Inquiry on Energy Affordability
March 24, 2026



Indiana Michigan Power

Attendees

- **Steve Baker**
President and COO
- **Katie Runkle**
VP External Affairs and
Customer Experience
- **Andrew Williamson**
VP Regulatory and Finance

Agenda

- I&M Overview
- Customer First Focus
 - Operational Excellence
 - Quick to Respond When Storms Strike
 - Proactive and Personalized Customer Support
 - Executing State Economic Development Plan and Committed to Supporting Local Growth
 - Leveraging Growth to Benefit All Customers

I&M Overview

Mission: Put the customer first

Vision: Improving customers' lives with reliable, affordable power

- Headquartered in Fort Wayne, IN
- An American Electric Power (AEP) Company
- Member of PJM Interconnection
- Expanding diverse generation mix of reliable, dispatchable energy and renewables
- Delivering on Indiana's Five Pillars of energy policy
- Leveraging growth to support affordable rates



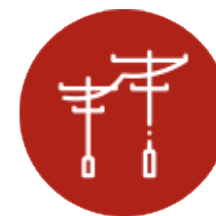
Serve 164 communities
in 30 counties in IN & MI



~ 2,000 Employees
1,200 MI | 800 IN



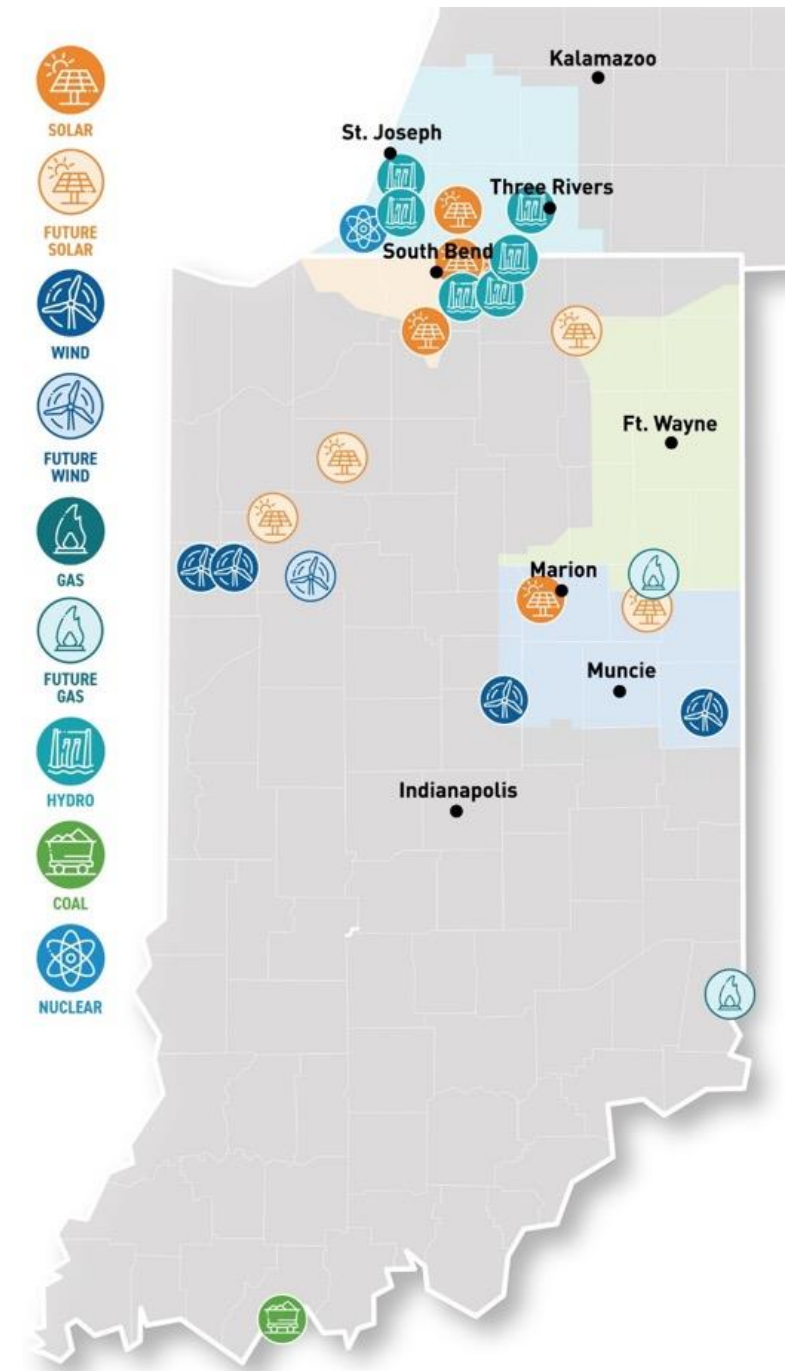
~ 618,000 customers*
134k MI | 484k IN



~ 21,000 miles
distribution lines



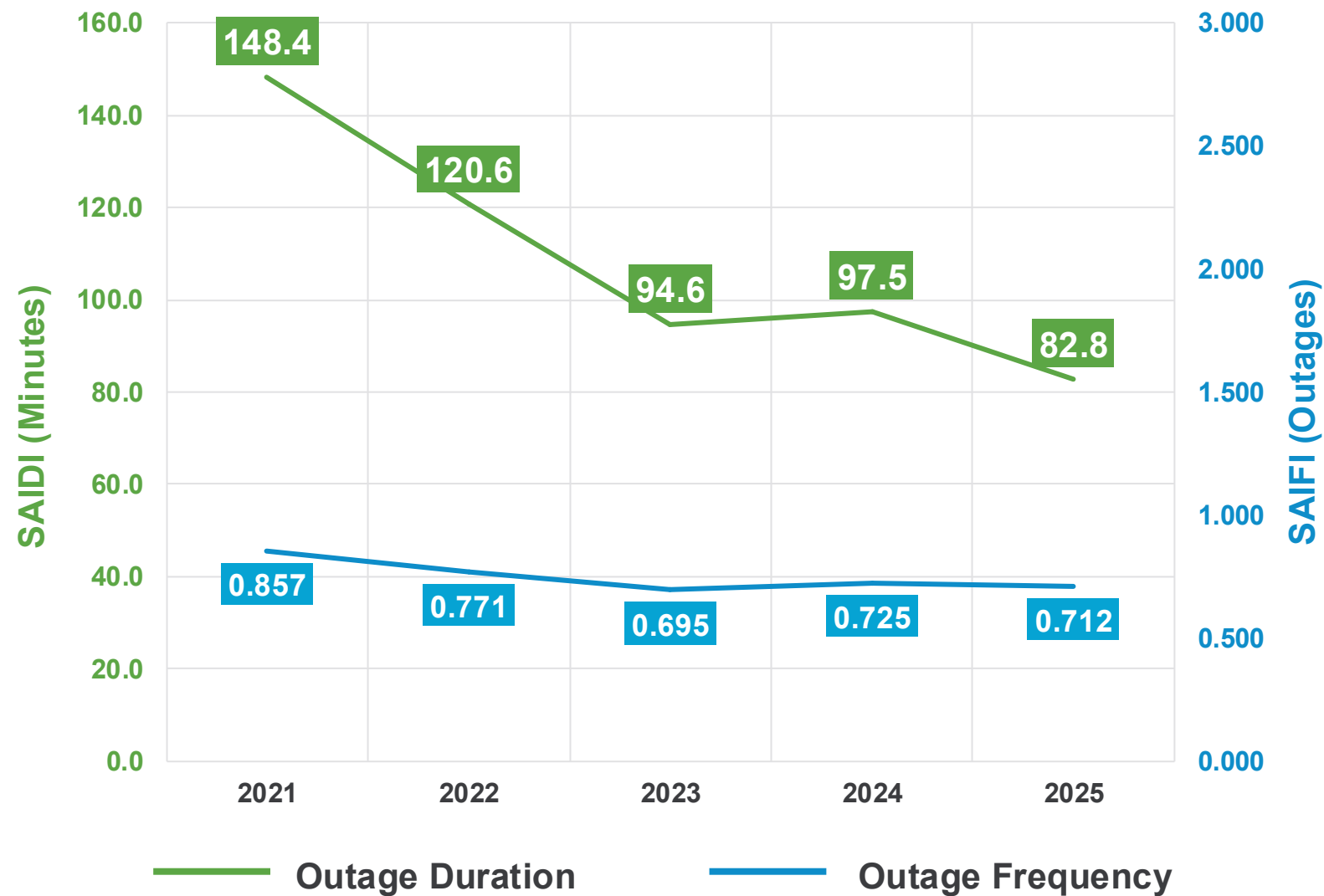
~ 4,000 miles
transmission lines



* I&M also serves ~ 370 MW of wholesale load under long-term generation contracts

Committed to Improving Customer Reliability

Indiana SAIDI and SAIFI (excludes Major Events)
Customer outage duration down nearly 45%



Investing in technology to keep the lights on

- Distribution Automation
- Advanced Metering Infrastructure



Storm hardening to better withstand severe weather events



Rigorous maintenance programs to reduce customer outages

- Four-Year Tree Trimming Cycle
- Data driven system upgrades and work plan prioritization

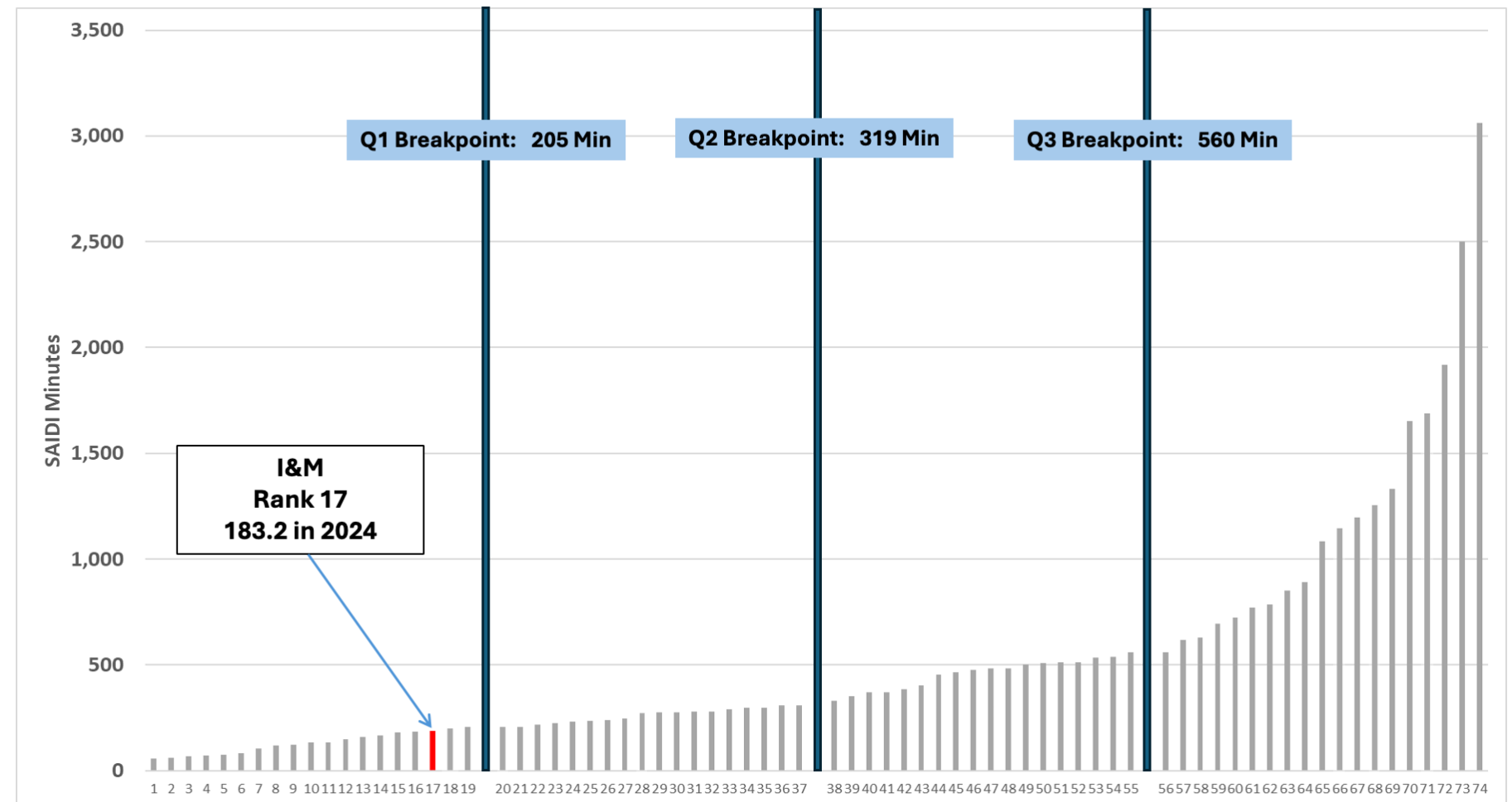


Responding quickly whenever outages occur

Prepared and Proactive When Outages Occur

- 1 First quartile performance for outage duration, including major events
- 2 Proactive staging of resources
- 3 Rigorous outage preparation activities
 - Incident Command System
 - Annual training
 - Multiple tabletop exercises and drills
 - Spring and Winter
- 4 Continuous learning to better serve our customers

2024 IEEE SAIDI SURVEY RESULTS (ALL OUTAGE CAUSES)



Proactive and Personalized Customer Support



Bill Clarity and Transparency

- Web and hands-on support
- Virtual understanding your bill sessions and virtual office hours for one-on-one discussions
- Bill Support Center on our website as an information hub for billing, rates and assistance
- Customer education on ways to save and rate options



Helping Customers Manage Bills

- Enhancing Energy Efficiency efforts
- Demand Response program
- Smart Meters – tracking and reports
- Moratoriums and relief programs
- Extensions and arrangements
- Proactive outreach for high usage



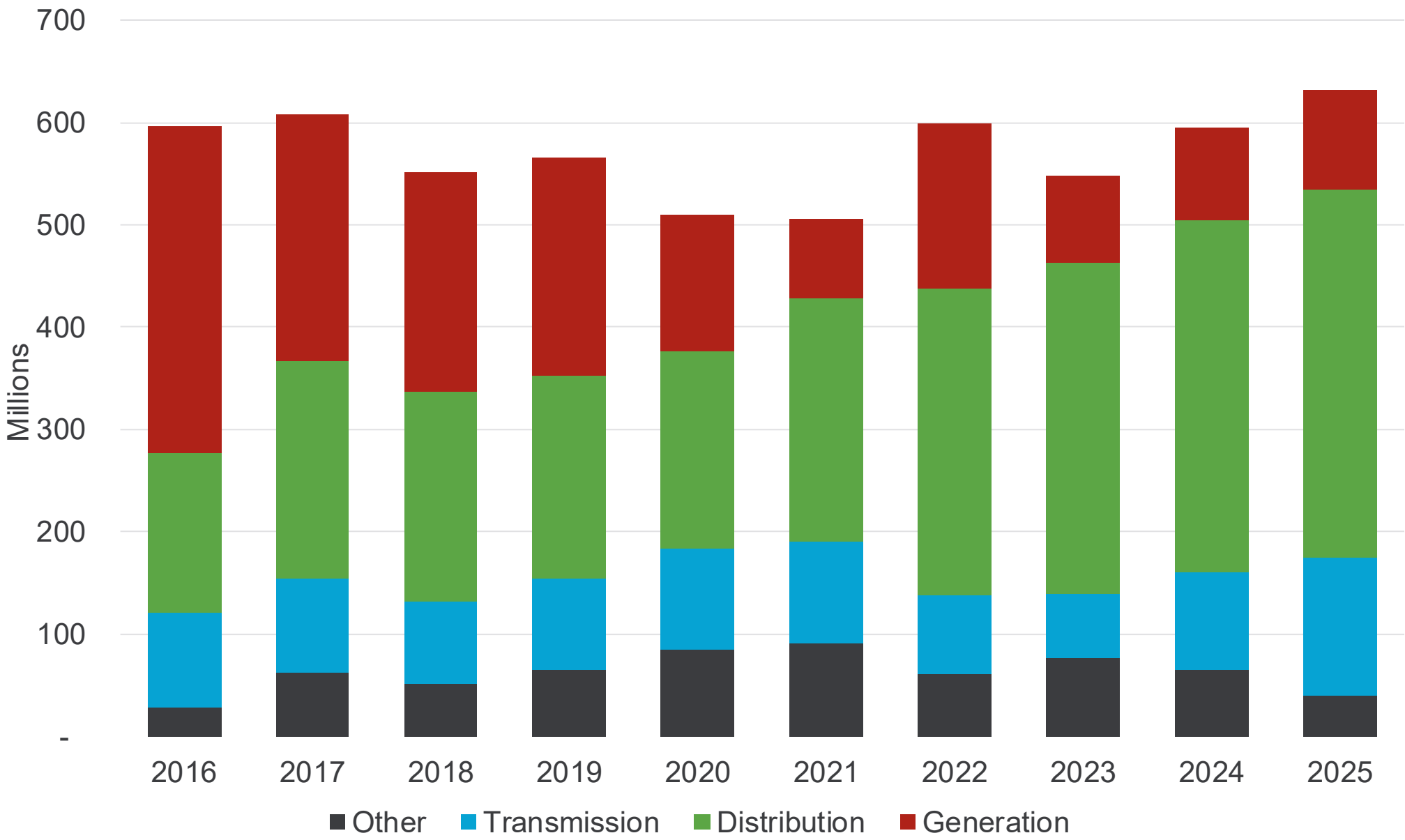
5-Year JD Power Satisfaction Trend

I&M has had significant gains in customer satisfaction through 2025

- Regional ranking: **14/15** → **3/15** (4th quartile to 1st quartile)
- Industry ranking: **117** → **48** (4th quartile to top of 2nd quartile)

Historical Investment in the I&M System

Annual Plant Investment by Function



Generation

- Nuclear Life Extension
- Environmental Compliance
- Reliability

Distribution

- Advanced Metering Infrastructure
- Grid Modernization
- Reliability Enhancement Programs

Transmission

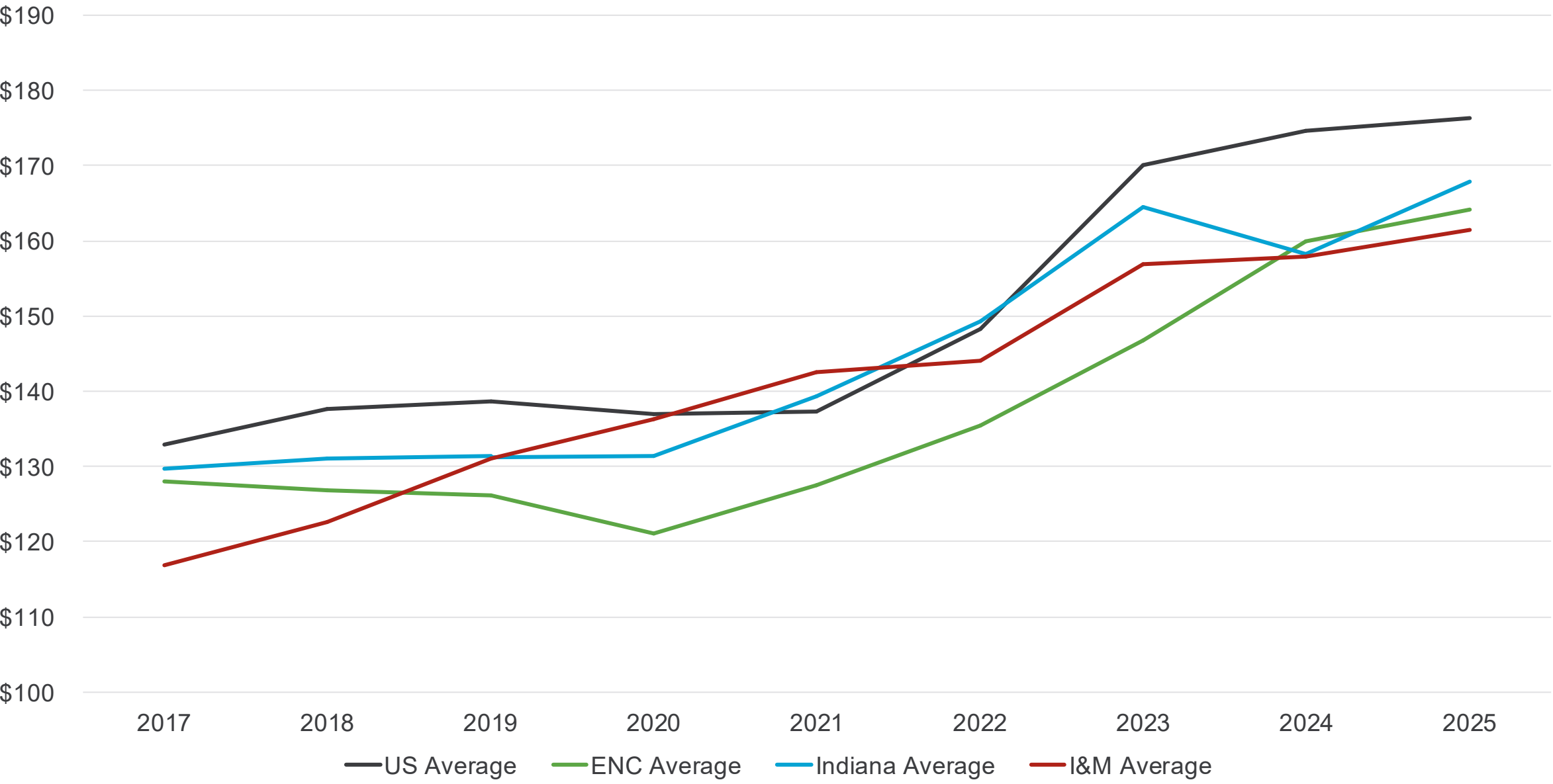
- Grid Reliability and Resilience
- Safety & Security
- Capacity and Congestion

Other

- IT Infrastructure
- Cyber Security

Delivering Customer Value at a Reasonable Price

Typical 1,000 kWh Usage Residential Bill EEI Typical Bill For Rates in Effective 2017 – 2025*



2025 Average Bill

\$142.65

*based on January submissions

Delivering on Economic Development

Large Load Tariff Enables Growth, Affordability and Protections

1

Establish New Requirements for Large Load Customers

Create transparent rules for large load customers and defined protections for all customers

2

Long-term Commitments & Exit Fees

Create better alignment with utility's long-term financial commitments and protect against the unexpected

3

Limited & Defined Flexibility

Supports better predictability and planning to manage future risks

4

Enhanced Minimum Billing Requirements

Large customers pay for what they request and 100 percent of what they use thereby protecting existing customers

5

New Credit and Collateral Requirements

Increases customer security

I&M's retail load will more than double over the next 5 years, driving billions in local investment and thousands of jobs over several years

Leveraging Growth to Support Affordable Rates

2026 Rate Review and HEA 1002

What:

Commitment to reduce base rates, stabilize non-fuel charges through 2029 and the Indiana implementation of new performance requirements related to customer affordability and service restoration

How:

Leverage near-term economic development to lower costs and expand on the HEA 1002 multi-year rate plan framework by requesting ratemaking authority to keep non-fuel rates flat to support customer affordability

When:

This summer, with rate changes expected next spring to early summer

New Generation Strategy

“All of the above” Approach:

Proactive plan provides future generation that supports load growth and reliability through a strategic balance of dispatchable and intermittent resources

Leveraging Competitive Procurement Practices:

Use market expertise, unique structures, and expedited regulatory framework to enable growth and flexibility to deliver the best resources at the best prices

Deliver Value to All Customers:

Ensure adequate and reliable power while mitigating rate impacts for all customers

I&M is Committed to Improving Customers' Lives with Reliable Affordable Power



Continuing to improve reliability through targeted investments and responding quickly when the power goes out



Improving the customer experience through proactive communication, transparency and personalized support



Leveraging growth to reduce base rates and stabilize non-fuel charges



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Questions

