



# Winter Reliability Forum

*presented by*

**Jeffrey A. Harrison, President & Chief Executive Officer**  
**Mike Bartone, Director, Gas Supply**

November 22, 2024



# Overview



**Winter Reliability and Preparedness**

**1**



**Supply Planning & Winter Price Projections**

**2**



**Helping Customers in Need**

**3**



## Winter Reliability and Preparedness

# Winter Reliability and Preparedness

## Assets

- Peak day system design - minus 17° F
- Four interstate pipelines
- Looped transmission system
- On-system storage and peaking



## Coordination Activities

- Active communications with key stakeholders
  - Natural gas suppliers
  - Third-party marketers
  - Power generation customers
  - Interstate Pipelines

# Highlighted 2024 Activity

---

## Transmission Assets

- Performed external corrosion direct assessment (ECDA) on 24.05 miles of pipe this past year with 4 integrity digs
- Hydrostatically tested 13.18 miles of transmission pipe
- 42.79% complete on Maximum Allowable Operating Pressure (MAOP) reconfirmation
- Installed alternating current (AC) mitigation measures on 1.2 miles of transmission main

# Highlighted 2024 Activity

---

## Storage Assets

- Retrofitted and completed baseline integrity assessments on 25 storage wells
- Completed the installation of a secondary glycol tower in Worthington station

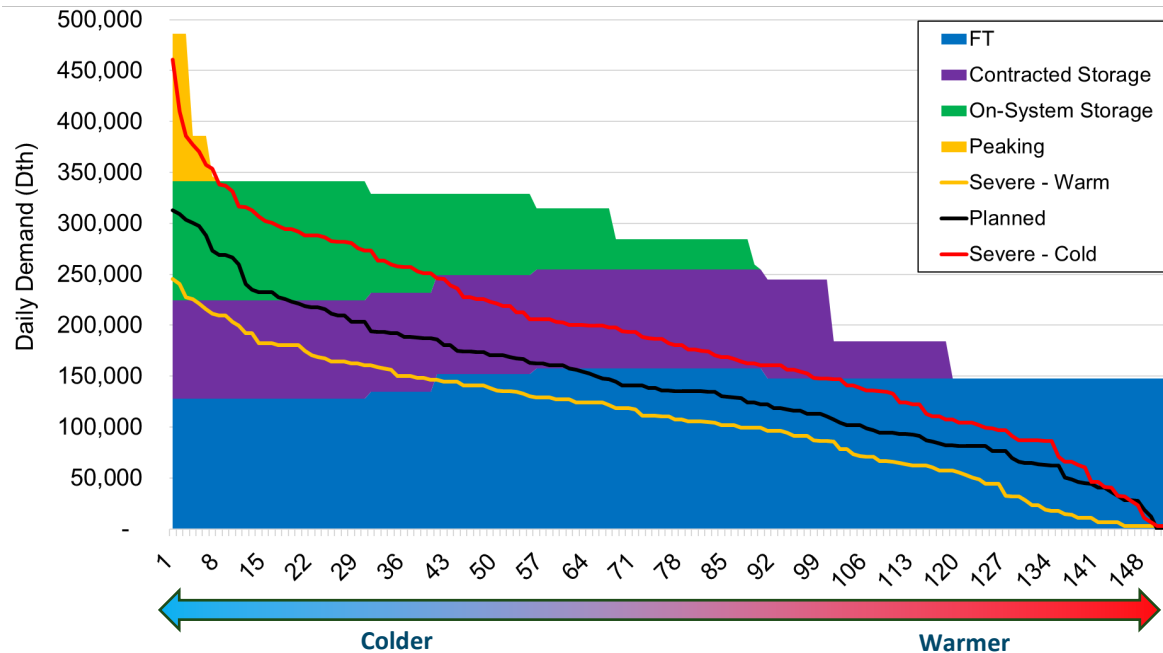
## Distribution Assets

- Replaced 2.29 miles of the remaining 4.7 miles of cast iron pipe installed in the 1950s
- Upgraded odorant equipment in southeast part of system to increase reliability and reduce frequency of refilling



# Supply Planning & Winter Price Projections

# Supply Reliability



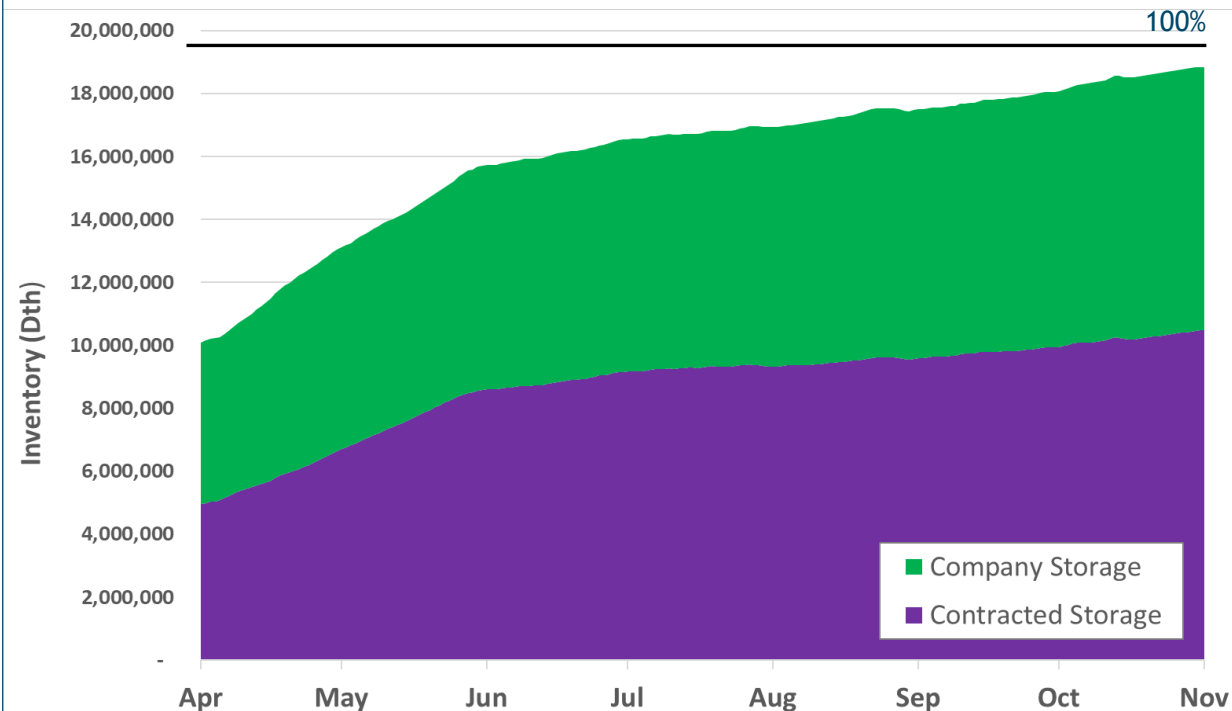
## 2024-25 Retail Load Duration Curve

Citizens contracts to meet its firm demand requirements on a peak day and a severe season.

Citizens utilizes a mix of firm transportation, storage, and peaking to meet projected demands.

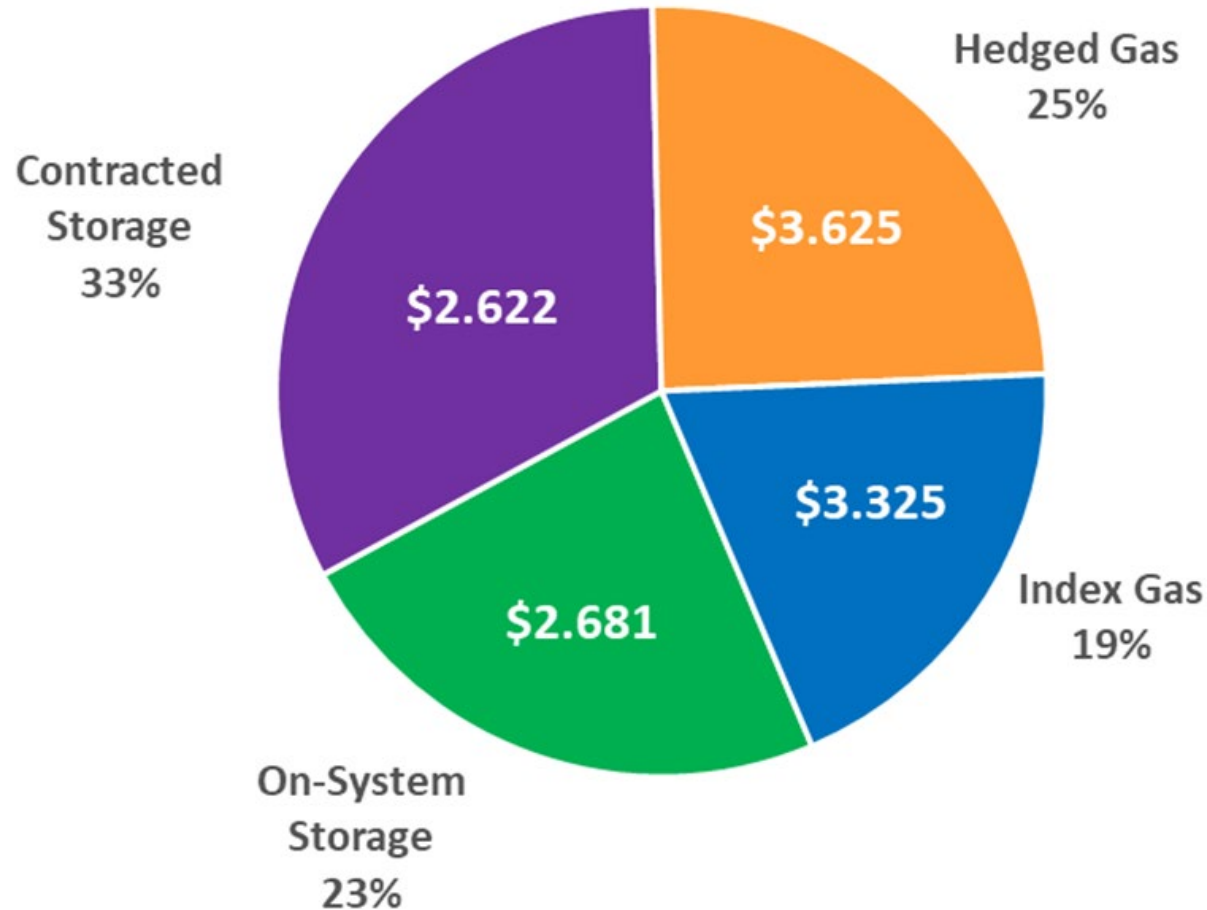
## 2024 Storage Injections

On-system and contracted storage inventories will be full to meet winter demands.



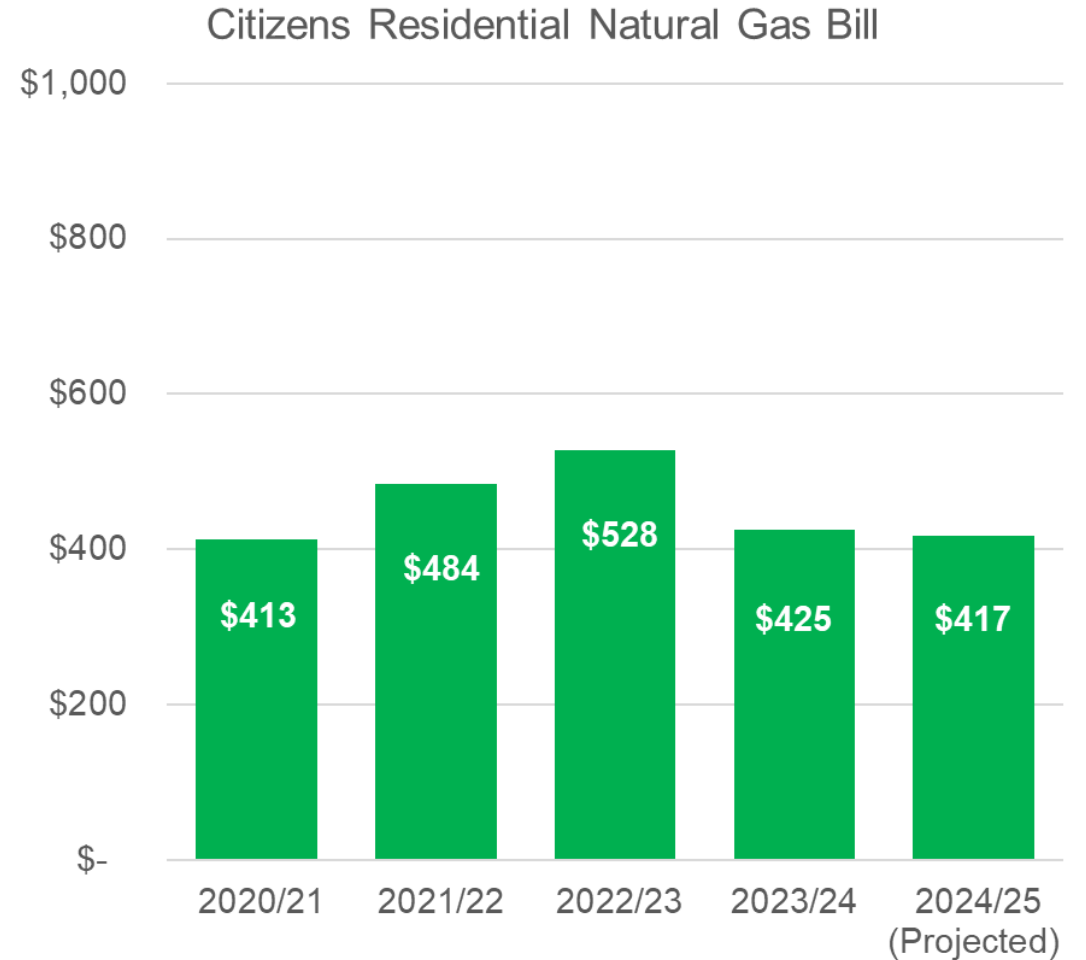
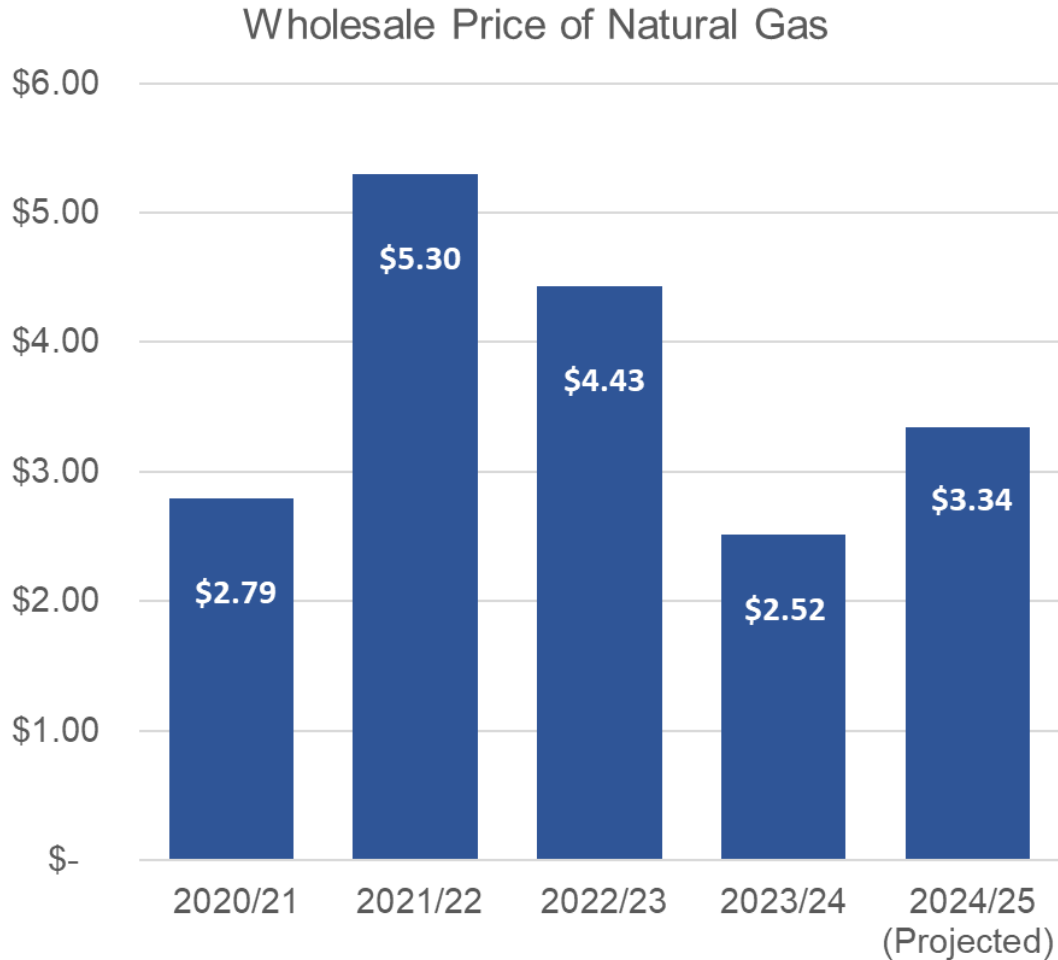


# Winter 2024-2025 Supply Mix



Winter NYMEX Average \$3.34  
vs.  
Projected Commodity \$3.02

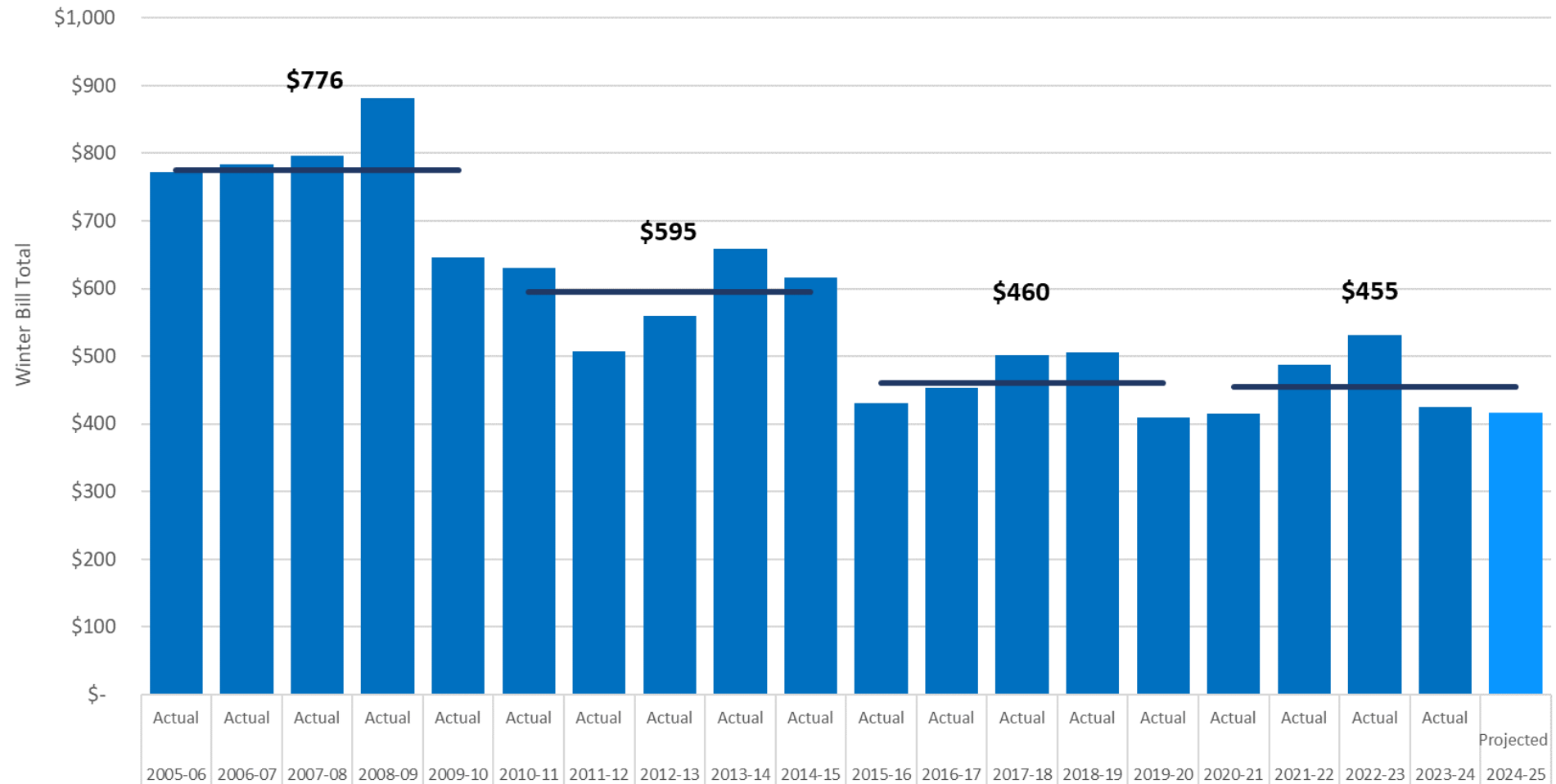
# Pricing



*Note: The winter season is composed of five months, November through March; Pricing Date 9/30/2024*

# Residential Customer Costs

Citizens Gas - Residential Heat (D2) - Winter Bill Comparison



\* Costs represent total customer bill over the five winter months (Nov-Mar)



Helping Customers in Need

# Energy Assistance Program (EAP)

Citizens Energy Group(1) Customers			
Year	Total Applications	Customers Approved	Funds Awarded
2020	20,419	12,001	\$3,230,636
2021	19,108	8,872	\$2,660,232
2022	23,307	7,770	\$4,412,953
2023	28,095	8,490	\$3,049,807
2024	26,771	7,538	\$2,935,319

2023-2024 Income Eligibility	
Household Size	≤60% SMI
1	\$27,816
2	\$36,384
3	\$44,952
4	\$53,508

(1) Marion County and Westfield

Citizens customers who are approved for EAP also automatically qualify for natural gas bill discounts ranging from 10 to 25 percent through our Universal Service Program, as well as our Low Income Customer Assistance Program, which provides customers with a monthly credit on their sewer bill.

# Warm Heart Warm Home

Fiscal Year	# Customers Receiving Benefit	Utility Assistance	Appliance Repairs	Total Benefit
2020	12,358	\$637,171	\$19,695	\$656,866
2021	8,463	\$545,419	\$14,263	\$559,682
2022	10,720	\$854,626	\$16,358	\$870,984
2023	7,098	\$1,125,020	\$29,354	\$1,154,374
2024 <sup>(1)</sup>	6,619	\$792,139	\$75,593	\$867,733

*(1) Water and wastewater assistance concluded in August 2024*

Citizens distributes grants to customers in need through our Warm Heart Warm Home Foundation™, which is funded by Citizens, our Utility Shield partnership, and donations from customers and other stakeholders.

# Increasing Awareness & Maximizing Benefits

- Community Resource Day
- Utilities Unite for Customers: A collaboration with AES Indiana
- IEA LIHEAP working group social media coordination
- Neighborhood Ambassador Program
- Community partnerships

A promotional poster for 'Community Resource Day' by Citizens Energy Group. The background is dark blue with a pattern of white hands holding green plants. At the top left is the Citizens Energy Group logo. The title 'Community Resource Day' is in large, stylized green and white font. Below the title, the date and time 'October 5 • 10:00 am - 1:00 pm' are listed, followed by the address '2020 N. Meridian St., Indianapolis, IN 46202'. A green horizontal bar separates the header from the 'Community Partners:' section. This section contains two columns of partner names, each preceded by a bullet point. At the bottom, there is a green bar with the website URL 'https://www.citizensenergygroup.com/crd' and a QR code on the right side.

**citizens**  
energy group

## Community Resource Day

October 5 • 10:00 am - 1:00 pm  
2020 N. Meridian St., Indianapolis, IN 46202

**Community Partners:**

- AES Indiana
- The Bridge at Charity Cares
- CareSource
- Catholic Charities
- Center for Leadership Development (CLD)
- Child Advocates
- Community Action of Greater Indianapolis
- Consistent Care Transit
- Edna Martin Christian Center
- Flanner House
- Girls Inc.
- Gleaners
- Habitat for Humanity
- Helping Veterans and Families
- Horizon House
- Immigrant Welcome Center
- Indy Hygiene Hub
- Indy Parks & Recreation
- John H Boner Community Center
- Love and Light Care Services
- Marion County Prosecutor's Office
- Marion County Public Health Department
- Mayor's Neighborhood Advocate
- The Mind Trust
- Near Eastside Counseling by 91 Place
- Near North Development
- North Church Farmers Market
- Overdose Lifeline
- Red Cross
- Silver Citizens, Inc.
- Simon Youth Foundation
- United Negro College Fund (UNCF)
- United Way
- Westminster Neighborhood Services

We're adding new resources and services, check our website for more!

<https://www.citizensenergygroup.com/crd>



# Summary

---

- System prepared for cold weather, including power generation demand with firm contracts
- Storage inventories are at capacity, with a majority of supplies securely hedged
- Projected customer bills are slightly lower than last year
- Actively assisting customers in need