



2024-2025 Winter Reliability Forum

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OUR VISION IS TO BE A
PREMIER, INNOVATIVE & TRUSTED
ENERGY PARTNER



NIPSCO PROFILE

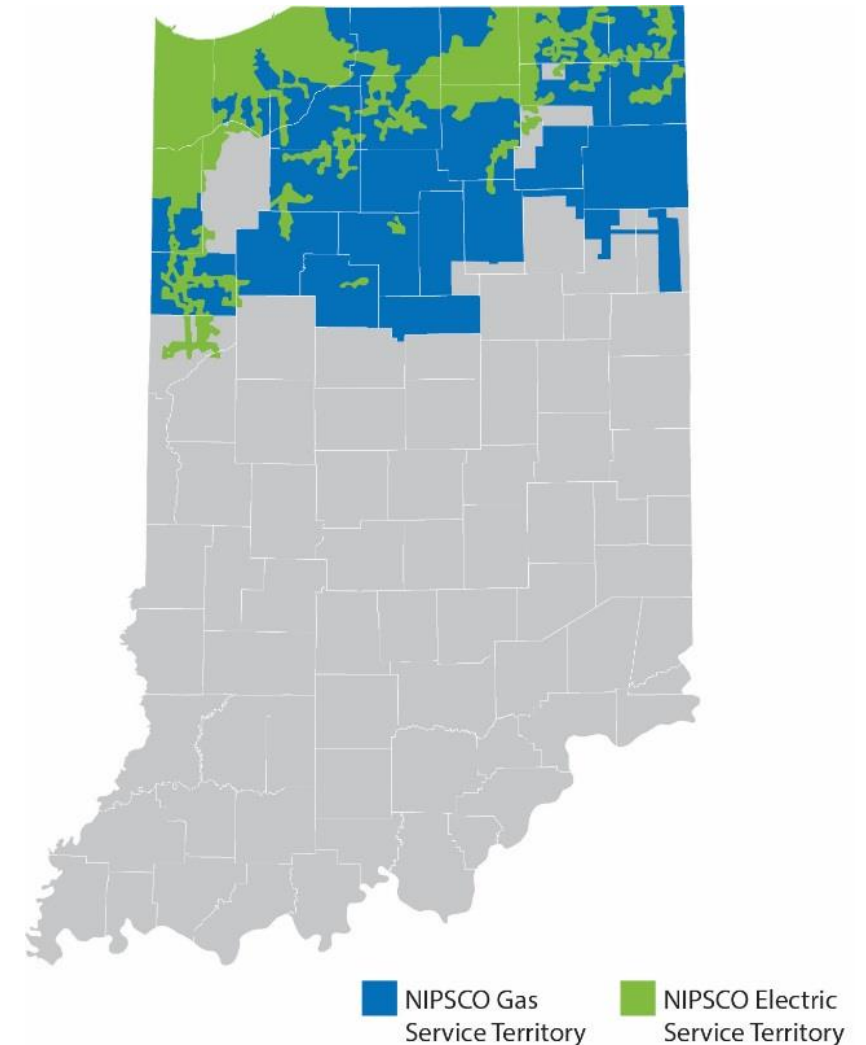
Working to Become Indiana's Premier Utility

Electric

- 483,000 Electric Customers in 20 Counties
- 3,365 MW Generating Capacity
 - 11 Electric Generating Facilities (2 Coal, 1 Natural Gas, 2 Hydro, 4 Wind, 2 solar)
 - 1,000 MW of Wind Energy (Rosewater, Jordan Creek and Indiana Crossroads Wind I & II online in 2020, 2021 and 2023)
 - 665 MW of New Solar Energy + 60 MW Batteries (Dunns Bridge I and Indiana Crossroads solar online in 2023, Calvary online in 2024)
- 12,800 Miles of Transmission and Distribution
 - Interconnect with 5 Major Utilities (3 MISO; 2 PJM)
 - Serves 2 Network Customers and Other Independent Power Producers

Natural Gas

- 859,000 Natural Gas Customers; 32 Counties
- 18,540 Miles of Transmission and Distribution Line/Main
- Interconnections with Seven Major Interstate Pipelines
- Two On-System Storage Facilities



3,000
Employees

Merrillville, Ind.
Headquarters

What do you expect the trend of customer bills to reflect in the 2024-2025 winter season? Please provide the estimated average monthly bill by both average customer usage and by 1,000 kW/h.

- For 2024-2025, the average residential gas bill is projected to be \$111.10.
- For electric, the average residential bill is projected to be \$131.86, and \$201.63 for customers using 1,000 kW/h.

Gas Projections
NIPSCO Winter Bill Projections

	2024–2025 (projected)	2023–2024	Usage (therms)
Nov.	\$61.80	\$55.74	59.9
Dec.	\$103.59	\$95.08	115.2
Jan.	\$137.79	\$119.76	161.8
Feb.	\$136.31	\$119.87	157.4
Mar.	\$115.99	\$92.50	131.0
Total	\$555.48	\$482.95	625.3

Electric Projections
NIPSCO Winter Bill Projections

	2024-2025 (projected)	2023-2024	Average Customer Usage (kWh)	2024-2025 (projected)	2023-2024	Usage (kWh)
Nov.	\$110.44	\$98.27	513.2	\$201.92	\$178.34	1000
Dec.	\$131.92	\$117.05	627.5	\$201.92	\$178.34	1000
Jan.	\$156.12	\$137.75	751.7	\$203.07	\$178.73	1000
Feb.	\$134.56	\$119.98	646.0	\$200.62	\$178.28	1000
Mar.	\$126.26	\$114.77	601.5	\$200.62	\$181.66	1000
Total	\$659.30	\$587.81	3139.9	\$1,008.16	\$895.35	5000

- Due to the most recent rate increase approved by the IURC, and assuming normal winter weather, NIPSCO residential gas customers should expect their winter heating bills this season to be higher when compared to last year.
- NIPSCO residential electric customers should expect their winter heating bills this season to be higher compared to last year due primarily to higher forecasted tracked fuel and purchased power costs and increases in electric TDSIC.

Please describe winterization actions and how these might differ by the type of facility. Describe the planned actions one week prior to the expected start of the event and provide a timeline as the arrival of the weather event moves closer.



NIPSCO's Gas and Electric Teams coordinate throughout the year. Additionally, more specific coordination takes place ahead of and during a winter weather event to ensure employees have the necessary information to implement actions to help ensure reliability during the event.

General Preparations

- NIPSCO routinely prepares for extreme weather events and invests in modernization, through statutes established by the General Assembly such as the TDSIC Statute
- Perform annual weatherization activities at generating facilities
- Like polar vortexes in 2014 and 2019, extreme weather and cold temperatures are not uncommon in Indiana, and NIPSCO's facility design takes that into account
- Indiana's fully regulated model enables and promotes effective system improvements that maintain reliability in a cost-effective way for customers
- NIPSCO also continues to monitor supply chain issues to proactively address any challenges

Electric Operations

- NIPSCO Generation's preparation for cold weather operation begins in August, and NIPSCO Electric Generation initiates preparations for an extreme cold weather event typically one week prior to forecast.
- No extraordinary measures are needed to operate wind and solar facilities during extreme cold weather events.
 - Our wind turbines have cold weather packages that operate normally in ambient temperatures down to -22°F. Solar facilities are also designed to operate in this same temperature environment.
 - MISO has acknowledged the increased value of wind in the winter season with increased capacity awards.
 - Dunns Bridge II Solar Plus Storage is expected to be generating this winter (January 2025), in addition to the four in-service wind farms and three in-service solar farms.



What is the date by which all fall maintenance outages are planned to be completed?

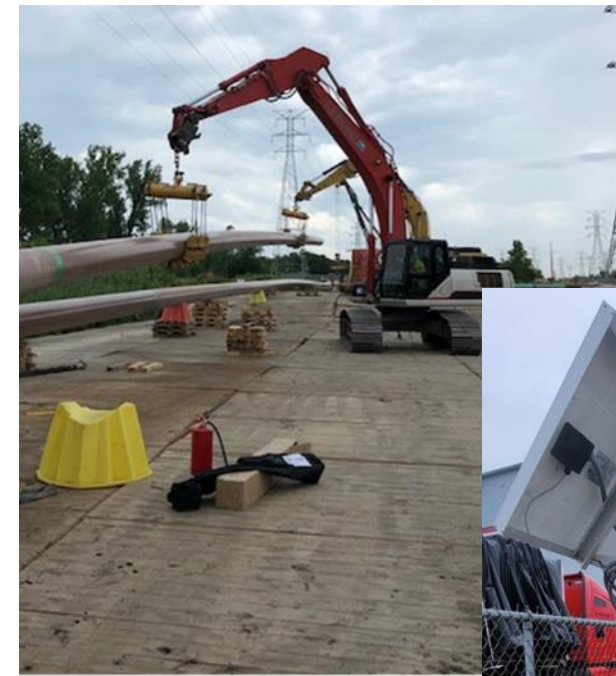
- Unit 12 at Michigan City Generating Station will complete its planned outage in December.
- Sugar Creek Generating Station also has a planned outage targeted for completion in December.
- Other generating units completed any planned maintenance outages earlier in the year.



Response continued

Gas Operations

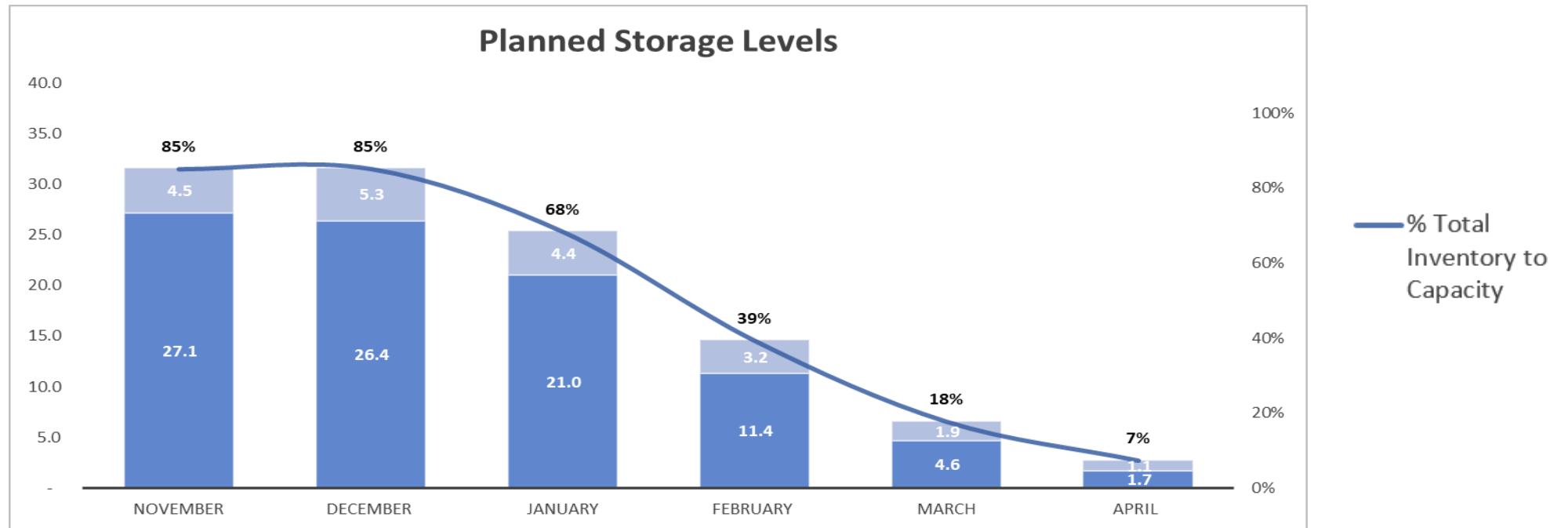
- Each local operating area has a Winter Operations Plan
 - Goal is to ensure safe, reliable gas distribution service to customers during periods of high demand
- Continuing to invest in improvements to enhance the system
 - As part of the Winter Operations Plan
 - As part of TDSIC, FMCA, and other investments
- Projects
 - Several projects have been in flight to support winter reliability for this winter and next.
 - In-line Inspection retrofits
 - Underground storage wellhead inspections
 - New Wheeler point of delivery and pipeline to 600# System
 - 483# System Back Feed project.
 - Remote pressure monitoring (SCADA) deployment



How is fuel availability, of all types, considered in reliability planning? What are the targeted coal and gas inventories for a generation or distribution facility? How do current inventories compare to the targeted level? Have there been any supply chain issues impeding or slowing the delivery of fuel?

Natural Gas Supply:

- NIPSCO's gas inventory strategy balances the costs associated with maintaining gas storage with market availability to ensure gas supplies are available during periods of high demand, extreme weather, or transportation disruptions.
- The liquified natural gas and underground storage plants continue to execute winter readiness inspections and testing. NIPSCO has experienced LNG forced outages which prevented the facility from reaching its end of the season targets. NIPSCO is in the process of completing the repairs, mitigating risks, and is on target to vaporize when peak weather occurs.



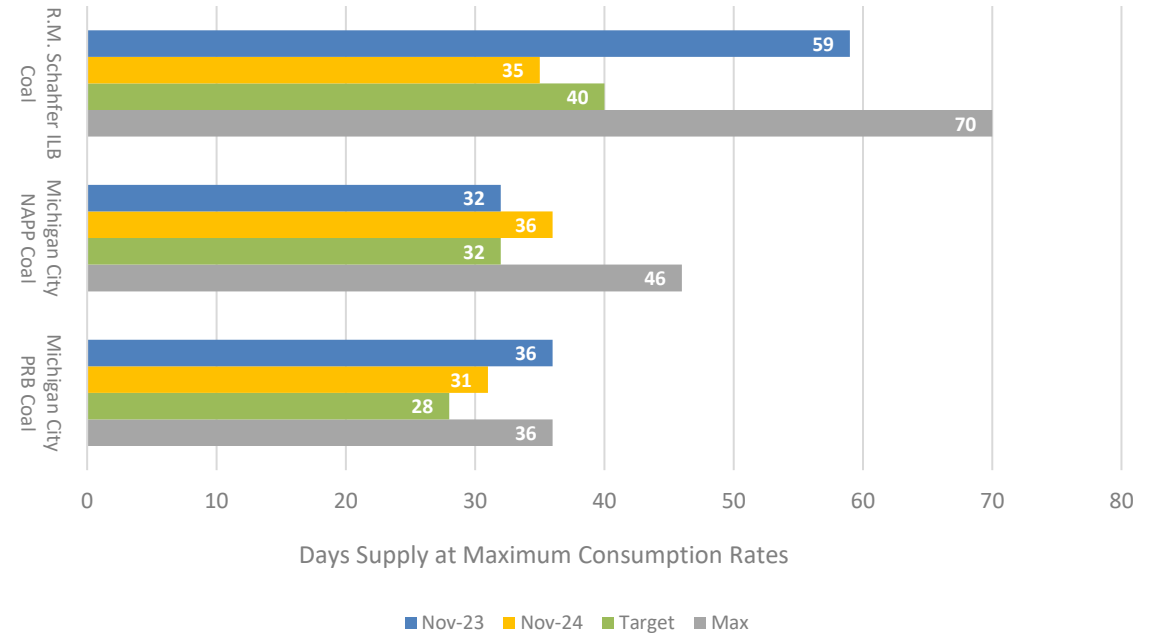
Response Continued, and

What percentage of your available generation for this winter has onsite or firm fuel capacity?

Electric Generation Fuel Supply:

- NIPSCO’s coal inventory balances the costs associated with maintaining coal inventory with reliability to ensure units are available to supply energy during periods of high demand, extreme weather, fuel transportation disruptions, or mine production problems.
- NIPSCO Fuel Supply has maintained inventory levels near target levels despite inconsistent Class I railroad performance and highly volatile consumption. NIPSCO typically builds inventory ahead of winter and summer peaks and is projecting inventories will be at or modestly above targets by year end.
- NIPSCO has firm natural gas and coal supply contracts, coal transportation agreements, and an adequate fleet of railcars to ensure fuel supply for all electric generation needs.
- The Company would see the benefits of 100% generation availability for gas and coal due to our firm fuel contracts.

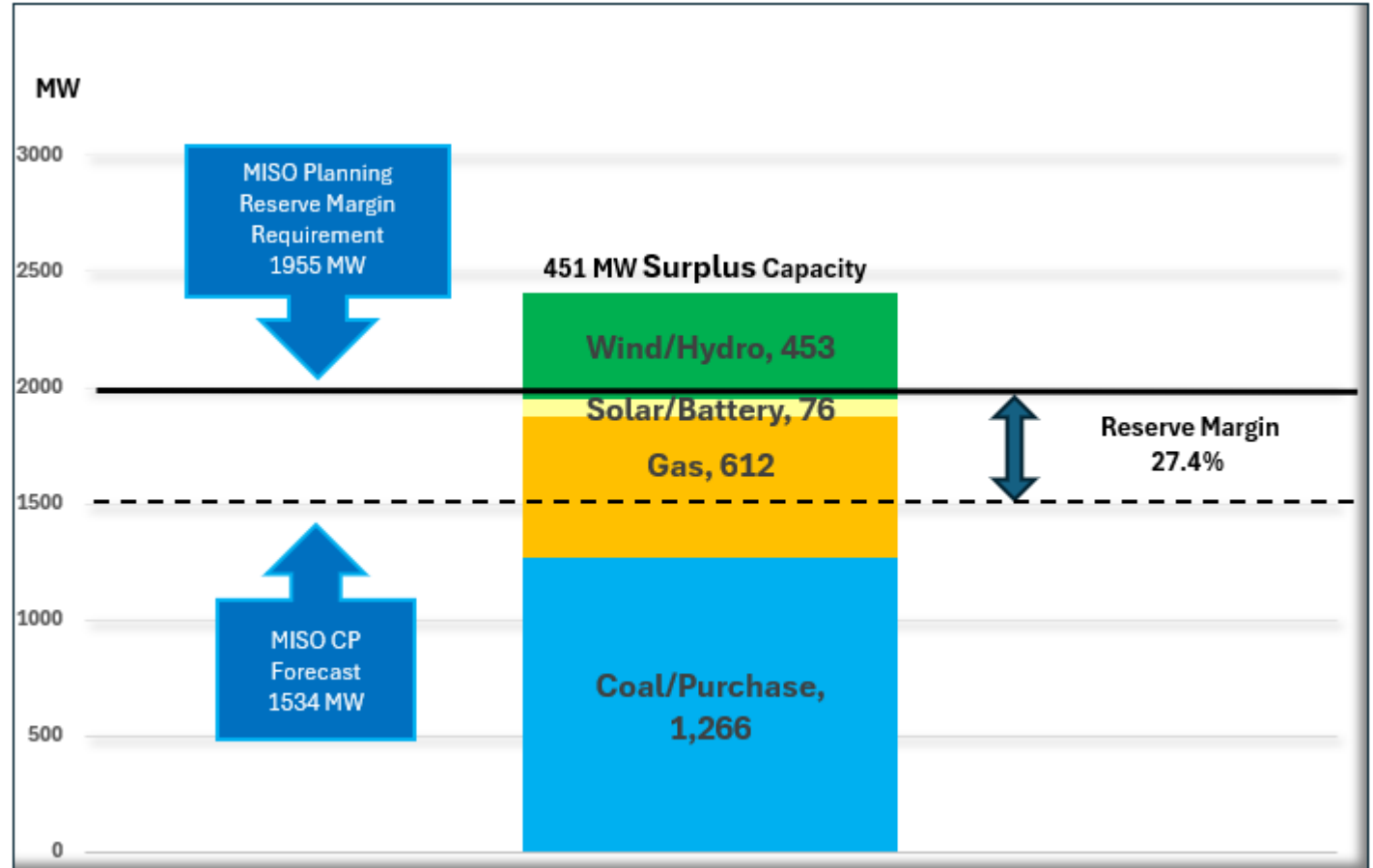
NIPSCO Electric Generation Coal Inventory



NIPSCO Winter Electric Resource Adequacy



MISO 2024-25 Winter Season Seasonal Accredited Capacity (SAC) Construct



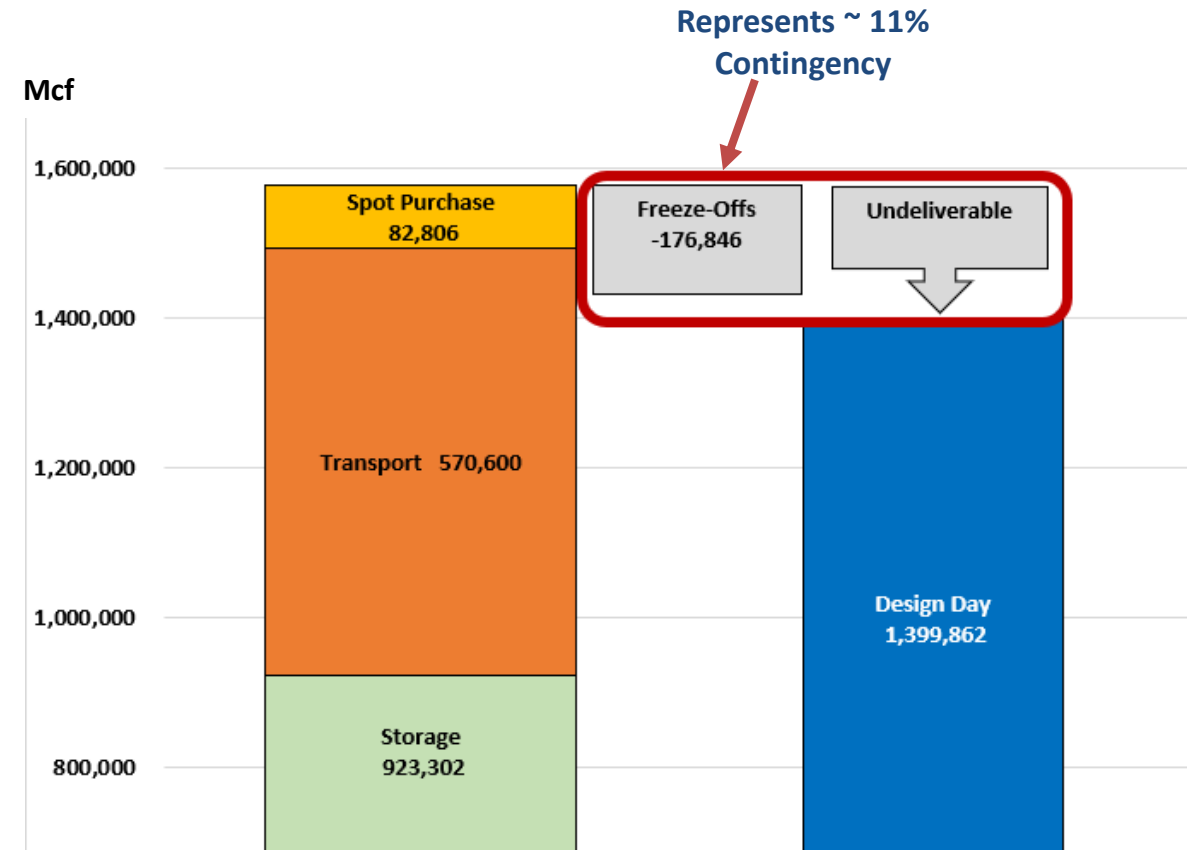
Winter Supply Mix & Design Day

Supply Mix:

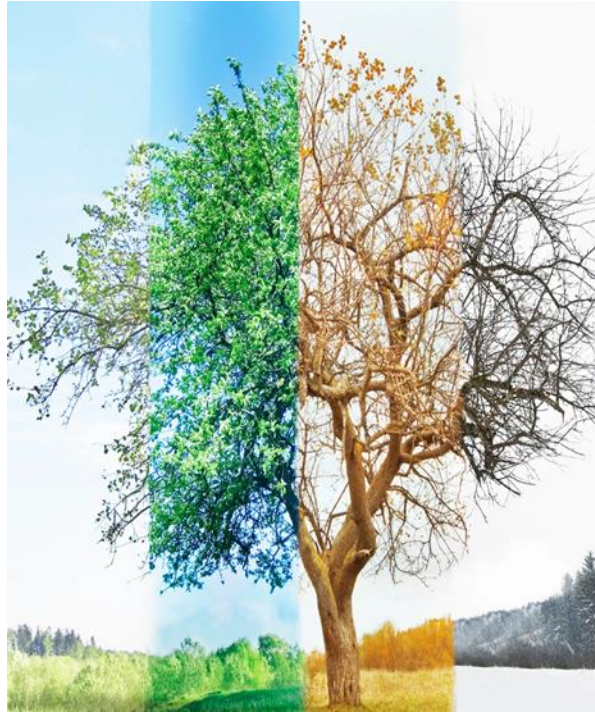
NIPSCO Targets 50%-65% of Winter Demand to be hedged physically or financially.

Demand (Dth)	68,725	100%
Storage	28,789	41.9%
Hedges (Financial)	7,880	11.5%
Long Term Hedges (Financial)	6,040	8.8%
Total Hedged	42,709	62.1%
Market Purchases	26,016	37.9%

Winter Design Day:



For MISO territory utilities, please share any winter or spring result observations following the implementation of MISO's seasonal construct and any resulting concerns.



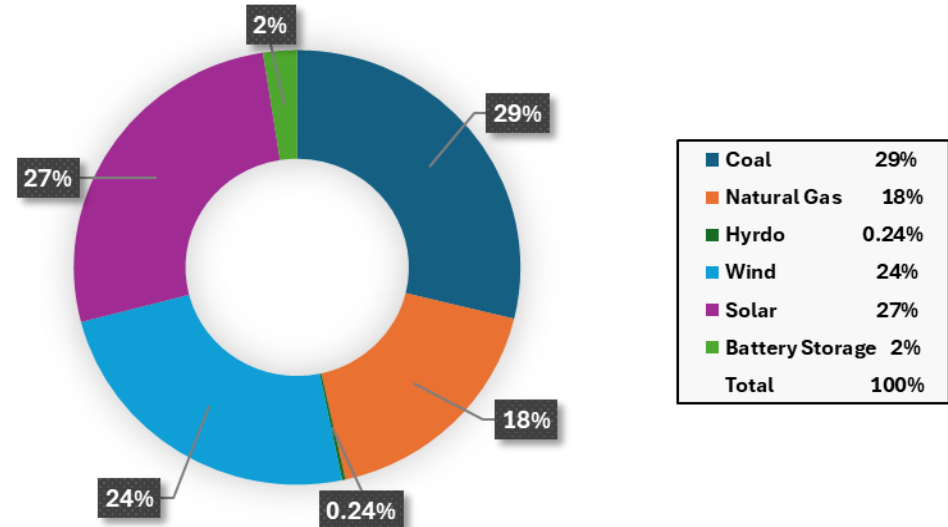
Seasonal Resource Adequacy Construct:

- MISO's Planning Resource Auction (PRA) results were released on April 25, 2024. There are no operational and resource concerns for the Planning Year 2024-2025.
- NIPSCO supported a seasonal construct, as there are benefits to looking at seasonal reliability.
- NIPSCO was party to several successful seasonal transactions and believes that the current planning year will be easier to navigate as participants become more comfortable with the process, capacity market design questions are satisfied, and seasonal markets become more robust.
- There is a greater emphasis on unit availability, performance, and outages that **could** drive the need for unexpected replacement capacity during seasons.

What percentage of your generation resources are renewable, thermal, and energy storage?



NIPSCO Generation Mix



Do pipeline requirements to nominate gas and nominate ratable takes make combined cycles and combustion turbines inflexible? Inflexible means long minimum run time, long notification times, and block loading. If yes, how do integrated resource planning models and other operations-oriented models account for this reduced flexibility compared to the technical capability of these units? If yes, what actions can be taken to lessen this inflexibility? Is this accounted for in the RTO resource accreditation process?

- NIPSCO has gas supply agreements that provide gas on an as needed basis without a required minimum consumption. This allows for the generator to be flexibly dispatched on an “economic” and “as needed” basis by MISO to support reliability.
- Based on the energy market, MISO awards megawatts in the day ahead market and can dispatch in real time to adjust the megawatts volumes. Intra-day, NIPSCO nominates gas to match as closely as possible actual gas consumption to market conditions while providing enhanced flexibility.
- The RTO resource accreditation process takes into account the historical availability of generators when awarding capacity. Further, the Planning Reserve Margins determined by the RTO have levels of uncertainty to service load which account for overall loss of load expectations.



Energy Assistance

Payment Plans: Flexible payment plans are available for customers needing financial support, including three-month, six-month or 12-month options.

Payment Assistance Programs: Based on income levels, customers may qualify to receive local, state and federal utility assistance dollars as well as support funds from NIPSCO programs.

- **SILVER & SERV:** NIPSCO's seasonal programs for eligible seniors and active military/veterans.
 - During the 2022-23 heating season, 1,060 customers received SILVER, 66 customers received SERV and 163 customers received Hardship assistance.
 - During the 2023-24 heating season, 910 customers received SILVER, 54 customer received SERV and 47 customers received Hardship assistance.

Budget Plan: A free service to all NIPSCO customers to help manage their monthly energy bills by spreading out gas costs over an entire year.



TAKE CONTROL *of Your Energy Bill*

Options are available to **take control** of your energy bill, including:

- Energy Assistance
- Payment Plans
- Ways to Save
- Monitoring and Managing Usage

WE'RE HERE FOR YOU to help you every step of the way... from getting back on track, to ensuring you are prepared with options that best suit your energy needs moving forward!

MANAGING YOUR USAGE = MANAGING YOUR BILL

- **Monitor Your Usage** - Sign in to your account to view and compare previous usage, weather and bills. Multiple types of historical data on your account are available to review and compare. Don't have an online account? Register today at [NIPSCO.com](https://www.nipSCO.com).
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

MANAGE YOUR BILLING AND PAYMENTS

- Budget Plan
- Billing and Payment Alerts
- Payment Options

ENROLL IN BILL DUE ALERTS

Get email and/or text alerts when your bill is due.

UNDERSTAND YOUR BILL

Get a better understanding of features and charges on your bill by visiting our website and clicking on Bills and Payments and Understanding Your Bill.

TOOLS *to Help You*

MOBILE APP

- View, pay and download your bill
- View billing and payment history
- View your energy usage and compare month over month
- Start, stop or move your service
- See and report power outages

MANAGE YOUR ACCOUNT FROM ANYWHERE, AT ANY TIME.



CHAT WITH US

VISIT US AT [NIPSCO.COM](https://www.nipSCO.com), THEN LOOK FOR "CHAT WITH US" IN THE LOWER RIGHT CORNER.

IVR PHONE SYSTEM

CALL 1-800-464-7726 AND FOLLOW THE PROMPTS TO MANAGE YOUR ACCOUNT WITH NO WAIT TIMES.

SAFETY

If you smell natural gas, stop what you are doing, leave the area **IMMEDIATELY** (if inside, get out) and, **FROM A SAFE LOCATION**, call 911 and NIPSCO at 1-800-634-3524 (24/7).

For any electric emergency, **FROM A SAFE LOCATION**, call NIPSCO at 1-800-464-7726 (24/7).

Other important safety information can be found at [NIPSCO.com/WinterSafety](https://www.nipSCO.com/WinterSafety).

FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT [NIPSCO.COM/TakeControl](https://www.nipSCO.com/TakeControl)
CALL 1-800-464-7726



Energy Efficiency Programs

Residential customers can participate in various energy efficiency programs to save energy this winter. Customers can submit energy efficient rebates, recycle appliances, complete a home energy assessment, or receive discounts and instant rebates by purchasing items on the NIPSCO Online Marketplace or in retail locations. Home builders can also participate by building high-efficiency homes with NIPSCO's Residential New Construction Program.



Business customers are rewarded with incentives for completing energy-efficient upgrade projects to their businesses. Projects include one-for-one equipment upgrades in the prescriptive and small business direct install programs, incentives for building energy efficiently in the new construction program, and complex custom upgrade projects in the custom program.



Customer Education Campaign

In October through December, NIPSCO is conducting a fall/winter customer education campaign on the topics of available energy assistance and energy efficiency programs.

The campaign includes:

- Press release/media outreach
- Advertising
- Social media
- Community action meetings
- Bill newsletter
- Customer emails
- Fact sheets
- Employee education



Examples of graphics developed for social media posts and advertising.



To learn more, visit us at
[NIPSCO.com/TakeControl](https://www.nipSCO.com/TakeControl)



Questions