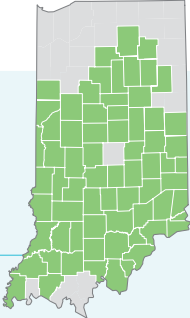


Duke Energy Indiana:

Rate case at a glance



● Duke Energy Indiana

- 900,000 customers served
- Overall average requested increase of 16%
- Typical 1,000-kWh residential monthly bill would increase approximately 19% or \$27.63

More information at:
duke-energy.com/IN-Rates

Customer class	Average rate increase percentage
Residential	19%
Commercial	20%
High Load Factor	11.3%
Low Load Factor	16.2%

This table shows the average impact proposed for each customer class. The specific increase for individual customers will vary, depending on the rate they pay.

The way utilities produce and deliver power is changing. There's advanced technology that reduces power outages, environmental obligations driving cleaner operations, a need for better security protecting the electric grid and enhanced services that customers today expect.

Those are some of the reasons Duke Energy requested a rate increase before the Indiana Regulatory Commission on April 4, 2024. Since our last base rate increase in 2020, we have invested \$1.6 billion in our electric grid, power plants and overall system on behalf of our customers, including technology that has helped prevent more than 185,000 power outages since 2020.

The request is for an overall average bill increase of approximately 16%, which, if approved, would be added to bills in two steps, approximately 12% in 2025 and 4% in 2026. The increase will vary among consumers depending on the cost to serve different types of customers, such as residential and business.

As a regulated business, our rates can only be changed after approval from state utility regulators, so there is no immediate impact from this request. There will be extensive public proceedings, including opportunities for customer input. A regulatory decision is possible in early 2025.

We know that utility costs can be a major part of a household and business's budget and that you expect us to do our part to keep customer bills as low as possible. We have kept our day-to-day operating costs flat since 2020 while we make long-term investments to serve customers. We are also proposing voluntary time-of-use rates to help customers manage their bills.

Meanwhile, we are making investments ranging from strengthening and protecting our electric grid to building infrastructure to power a growing state. Some of the improvements that are part of this rate request include:

A stronger, more resilient electric grid

- We have been installing state-of-the-art sensors on power lines that can automatically detect problems. Much like the GPS in a car that can identify an accident ahead and reroute a driver around the incident, the technology can quickly identify power outages and alternate energy pathways to restore service faster for customers when an outage occurs.
- We are continuing to harden our system against severe weather to reduce power outages, including changing wood poles to steel, undergrounding power lines in targeted, outage-prone areas and rebuilding miles of overhead power lines.
- In the wake of physical attacks to the electric grid nationally, we are taking steps to improve physical security and protections at some of our key infrastructure delivering power to Indiana communities.

Powering a growing state

- Our state's economy is growing, and we expect to have more than 60,000 new residential and business customers by 2025. We are adding 345 miles of new power lines and infrastructure to serve them.

Environmental obligations driving cleaner operations

- Federal rules require changes to how we manage coal ash generated from electricity production and stored at our power plant sites. We are closing ash basins responsibly and in compliance with environmental regulations.

Providing customers with more convenience

- We need to keep pace with evolving customer needs and expectations and have installed new systems, such as the ability for customers to initiate service at a new location online and receive service the same day.



New rate options

To help customers manage their electric bills, we are proposing time-of-use rates where customers can shift some of their power use to times of day when energy is less expensive. If the program is approved, it would be a voluntary program for residential, commercial and industrial customers interested in participating.



Proposed lowest fixed charge

We also have proposed the lowest “customer charge” among our peer Indiana utilities. The fixed charge covers basic costs such as metering, billing and connecting to our system and does not vary with electric usage.



How Duke Energy can help customers manage their bills

We are committed to helping our customers find ways to save through efficiency and bill-lowering tools, and we have more than a dozen customer programs to help, including:

- **Usage Alerts** that send customers a notification of how much electricity they are using and its cost so they can make adjustments before their billing period ends.
- **Free Home Energy House Calls**, where energy professionals assess a home for efficiency and provide homeowners with a toolkit of energy-saving devices.
- **Budget Billing**, which helps ease the impact of higher seasonal bills by leveling out monthly payments.
- **Share the Light Fund**[®], which provides qualifying customers financial assistance funded by Duke Energy shareholders and distributed through statewide community action agencies.
- **Interest-free payment plans** for customers who need flexibility.

For more information about how to manage your bills
duke-energy.com/LowerMyBills

What is a rate case?

A base rate request, or rate case, is a public regulatory review process overseen by the Indiana Utility Regulatory Commission in which a utility must demonstrate why a proposed increase in rates is needed. The process considers volumes of data and thousands of pages of testimony – including input from the public. Over a number of months, this independent, public process helps ensure transparency and fair rates based on the costs the utility incurs to serve its customers.

How does the ratemaking process work?

First, utilities have to demonstrate to state utility regulators exactly why an increase is needed. The commission thoroughly reviews our request and holds public hearings to allow customers to comment. The commission will conduct an evidentiary hearing and consider our written and oral testimony, along with differing viewpoints representing customer groups and other stakeholders. We expect a decision by early 2025. If approved, the increase would be added to bills in two steps, in early 2025 and in 2026.

Will customers have a chance to provide input on the request?

Yes. As part of the evaluation process, there will be public hearings so that state utility regulators can hear directly from customers. Customers can also submit written comments that become part of the rate case’s formal record.



For more information about your rates, scan the QR code or visit duke-energy.com/IN-Rates.