



July 14, 2026

Re: CenterPoint Energy Indiana — Update on Community Affordability Actions

Dear Indiana Stakeholders:

On behalf of CenterPoint Energy Indiana, I write to reaffirm our shared commitment to affordability and how to best address the impact that energy costs have on the families, communities, and small businesses that we serve across southwestern Indiana, and provide an update on the actions we have taken, to date.

As part of this commitment, we have hosted 24 Community Connect events to proactively engage our customers in critically important discussions about energy affordability and listen to their feedback on what matters most to them. We know that energy affordability is important to our customers and their families. We are determined to prioritize this goal even as we continue to invest in the energy grid to encourage economic growth that will help stabilize and reduce energy prices in the future.

Going forward, CenterPoint Energy Indiana remains committed to working alongside the Indiana Utility Regulatory Commission (IURC), the Governor's Office, the Office of Utility Consumer Counselor (OUCC), and local stakeholders to take meaningful, sustained actions to prioritize customer affordability. We believe the strongest outcomes are achieved by working together, and we welcome the opportunity to continue taking real actions that can help achieve a more affordable, more reliable, and more resilient energy future.

I. Actions We Have Taken: A Track Record of Affordability Commitments

Since October 2025, CenterPoint Energy Indiana has taken a comprehensive set of Community Affordability Actions, which have included concrete steps designed to ease the financial burden on our customers while maintaining the reliable, modern electric system that southwestern Indiana customers depend on every single day. These affordability actions span immediate bill relief, multi-year rate stability, structural savings, and the launch of new community programs designed to help hard-working families, and include specifically:

- **Two-Year Rate Stability:** Beginning in the first quarter of 2026, CenterPoint committed to stabilizing electricity rates by targeting any bill impacts at or below the rate of inflation through 2027. Critically, this commitment was made possible in part by cancelling nearly \$1 billion in previously approved generation projects that had become non-economical — delivering approximately \$18 per month in avoided costs for residential customers through 2027.

- **Offset of October 2025 Rate Increase:** Through a combination of bill adjustments and credits, CenterPoint delivered a credit for residential customers by December 2025, directly offsetting rate changes that had taken effect in October.
- **Voluntarily Reduced Company Profits:** CenterPoint agreed to lower its authorized return as part of the rate case approved by the IURC in February 2025, prioritizing the interests of customer affordability above shareholder returns.
- **Voluntarily Eliminated Profits on a Retired Power Plant:** CenterPoint became the only utility in Indiana to voluntarily forgo all profits on an older, retired coal plant under recent state legislation — a decision that has reduced cost impacts on customers by approximately \$5 per month since June 2023.
- **Fourteen Years without a Base Rate Case:** Between 2009 and 2023, CenterPoint and its predecessor companies filed no formal base rate case requesting increases in electric base rates — a sustained commitment to protecting customers from unnecessary rate pressure.

II. New Programs Launched: Bringing Support Directly to Customers

In addition to these affordability actions, CenterPoint launched a suite of new, targeted programs designed to reduce energy burdens for customers across the income spectrum, including:

- **Reduced Call Center Wait Times:** Between May and June of 2026, CenterPoint Energy reduced call center wait times by 70%, resulting in wait times of less than one minute for our Hoosier customers.
- **Weekly In-Person Customer Connect Support:** Launched in May 2026, this program added new in-person options in downtown Evansville for customers to get account support, learn about and enroll in cost- and energy-saving programs, and pay their monthly bill with the support of customer service representatives and self-help kiosks.
- **Community Energy Improvement Fund:** In October 2025, the CenterPoint Energy Foundation announced a \$5 million Community Energy Improvement Fund to support weatherization, energy efficiency, cost-saving programs, and local economic development efforts across southwestern Indiana.
- **Home Repair & Care Program:** Launched in January 2026 in partnership with Community One, this program helps eligible homeowners make critical repairs — including roofs, windows, heating and cooling systems and insulation — that reduce energy waste and lower long-term bills. Since its launch, the program has received more than 973 applications and is actively serving more than 80 households.
- **Optimize for Local:** Launched in March 2026, this program is providing up to \$25,000 in matching grants to nine locally-owned restaurants and retailers to help make energy efficiency improvements – including HVAC replacements, refrigeration upgrades and insulation installation, among other enhancements. To date, the program has provided \$225,000 in total funding.
- **Optimize for Good:** Launched in July 2026, this program is helping southwestern Indiana nonprofits save energy and costs, enabling the organizations to dedicate more resources to serving the communities that rely on them. Each of the 14 grantee organizations received up to \$25,000 in matching grants for critical facility improvements, for a total of \$350,000 in program funding.

- **No-Cost Smart Thermostats and Bill Credits:** CenterPoint expanded its energy efficiency offerings in April 2026, enabling eligible customers to order a smart thermostat at no cost through the company's Online Energy Efficiency Store, with eligible rebates applied automatically. Customers who enroll in Smart Cycle receive , .

III. Customer Priorities: Investing in Reliability, Affordably

The recent rate case by CenterPoint was designed to achieve what our customers also make clear is an important priority: reliability. For example, the infrastructure investments underlying the rate case were an essential part of our commitment to deliver a safer, more reliable, more resilient and modern electric system to southwestern Indiana customers. We recognize that affordability and reliability are both mutually important and remain committed to delivering on this critical promise for our customers and the region.

Since 2011, for example, CenterPoint has invested significantly in grid modernization that has produced measurable improvements and positive results for our customers and the region. Among these positive actions include:

- Upgrading more than 11,000 poles, transmission towers, and structures to ensure long-term system reliability (2017–2022).
- Clearing more than 7,000 miles of vegetation to reduce storm-related outages (2011–2023).
- Installing more than 159,000 smart meters, giving customers greater visibility and control over their energy usage (2011–2023).
- Replacing coal-fired generation with diversified, cleaner resources — including natural gas and renewables — to meet current and future demand while supporting regional economic growth.

The results of these investments are real and measurable. Specifically, the average frequency of customer outages decreased by more than 44% between 2011 and 2024. In addition, CenterPoint Energy Indiana's reliability efforts have prevented customers from experiencing more than 8 million outage minutes since 2021. We share these figures to illustrate that every dollar invested in southwestern Indiana's grid has gone directly to benefit the customers who depend on it, and that the results have been clear, positive, and measurable.

IV. Engagement, Transparency, and Community Connection

As part of a greater commitment to transparency, CenterPoint has also taken a series of steps to deepen community engagement, including:

- **Winter Savings and Energy Efficiency Campaign:** CenterPoint launched a community-wide public awareness campaign beginning in October 2025, focused on helping customers reduce energy consumption during winter months — when global fuel market fluctuations can have the greatest impact on bills. The campaign highlights weatherization resources, energy-saving tips, and bill management tools.
- **Community Connect Events and Direct Outreach:** CenterPoint has been bringing support directly into communities through in-person events and multi-channel customer engagement, ensuring that assistance programs and energy-saving resources reach the households and businesses that need them most.

V. A Shared Path Forward

CenterPoint Energy Indiana is committed to continuing to work with the IURC, the OUCC, our local and state leaders, and community stakeholders on ways that we can best serve our customers to meet the future energy and affordability needs of southwestern Indiana families and businesses.

Looking ahead, we will take the following actions, and others, as we move forward together:

- Maintaining the two-year electric rate stability commitment and proactively reporting progress to the IURC, OUCC, stakeholders, and the public.
- Supporting economic development and smart investments in southwestern Indiana that will create thousands of new jobs, and lower energy costs and taxes for Hoosiers, while increasing funding for stronger schools, better roads, and other critical public services like fire and police departments.
- Continuing to expand and refine our community programs — including the Community Energy Improvement Fund initiatives, no-cost smart thermostat offerings, and targeted assistance for households that fall between existing program income thresholds.
- Continuing to explore additional structural affordability measures — including enhanced bill assistance options and proactive rate design review — in consultation with IURC and OUCC staffs and stakeholders.
- Participating actively in any future IURC-facilitated affordability proceedings, workshops, and collaborative processes to continue supporting our customers.
- Providing regular, transparent updates on the outcomes of our affordability and reliability investments, so customers, the IURC, and stakeholders can hold us accountable.

We are thankful for the partnership on these important issues and for the continued focus on customer affordability. We remain ready to work together to build the better energy future our fellow Hoosiers expect and deserve.

Respectfully submitted,



Mike Roeder

President, CenterPoint Energy Indiana
CenterPoint Energy, Inc.