

I&M Exhibit: \_\_\_\_\_

**INDIANA MICHIGAN POWER COMPANY**

**PRE-FILED VERIFIED DIRECT TESTIMONY**

**OF**

**KATHERINE K. DAVIS**

Cause No. 45933

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**DIRECT TESTIMONY OF KATHERINE K. DAVIS  
ON BEHALF OF  
INDIANA MICHIGAN POWER COMPANY**

**I. Introduction of Witness**

1 **Q1. Please state your name and business address.**

2 My name is Katherine K. Davis and my business address is Indiana Michigan  
3 Power Center, P.O. Box 60, Fort Wayne, IN 46801.

4 **Q2. By whom are you employed and in what capacity?**

5 I am employed by Indiana Michigan Power Company (I&M or Company) as the  
6 Vice President of External Affairs and Customer Experience.

7 **Q3. Briefly describe your educational background and professional  
8 experience.**

9 I earned a bachelor's degree with honors in Communications and Spanish from  
10 the University of California, Davis. I also studied Spanish at the Universidad de  
11 Granada in Granada, Spain.

12 Prior to I&M, I spent more than a decade at Pacific Gas and Electric Company  
13 (PG&E) in California. Beginning in December 2008, I served in various positions  
14 including as a program manager in energy efficiency. In this role, I managed  
15 energy efficiency contracts with local governments and non-profits. I also led a  
16 team of Local Public Affairs Representatives covering an area representing  
17 approximately 4.6 million Californians where we served as liaisons to local  
18 governments, managed the charitable giving program, and interfaced with key  
19 community organizations. In my last position with PG&E, I served as Director  
20 and Chief of Staff to the CEO where I provided intelligence, advice, feedback,

1 and counsel to the CEO and senior leaders on company strategy, policy  
2 matters, regulatory proceedings, communications, and key organizational  
3 matters. Additionally, I helped the company navigate bankruptcy proceedings,  
4 navigate its response to some of the most catastrophic wildfires in California's  
5 history, led the company's transformational restructuring plan to become more  
6 localized, and facilitated the creation and rollout of an enterprise safety  
7 management plan. I also led the creation of an enterprise asset management  
8 strategy, peer review process of public safety risk mitigation plans, and created  
9 employee engagement strategies to shift culture and preserve employee morale  
10 during very uncertain times.

11 From early 2020, until I took my current position with I&M, I was employed at  
12 Duquesne Light Company (DLC) in Pittsburgh, PA. I served as the Vice-  
13 President of External Affairs leading the Communications, Legislative,  
14 Regulatory, Community Relations, and Sustainability teams creating an  
15 integrated external affairs strategy designed to increase DLC's influence with  
16 key decision-makers and thought-leaders to achieve positive business  
17 outcomes.

18 I took my current position with I&M in March 2021.

19 **Q4. What are your responsibilities as Vice President of External Affairs and**  
20 **Customer Experience?**

21 I lead the Corporate Communications, Government Relations, External Affairs,  
22 and Customer Experience teams. The purpose of these teams is to advance  
23 the way I&M interacts with its customers, communities, stakeholders, and  
24 employees to positively impact the customer experience and community  
25 objectives.

26 **Q5. Have you previously testified before any regulatory commissions?**

27 No.

## II. Purpose of Testimony

1 **Q6. What is the purpose of your testimony in the proceeding?**

2 The purpose of my testimony is to sponsor and support the following:

- 3
- 4 • Proposal to implement the new PowerPay Program;
  - 5 • Customer benefits associated with the Company's proposed Customer Information System (CIS); and
  - 6 • Community/Customer benefits of Broadband.

7 **Q7. Are you sponsoring any attachments?**

8 Yes, I am sponsoring Attachment KKD-1, which is a compilation of letters of  
9 support from various local and state entities and government officials for the  
10 Company's middle-mile broadband project that is a subject of this proceeding.  
11 This attachment was prepared or assembled by me or under my direction and  
12 supervision.

13 **Q8. Please summarize your testimony.**

14 My testimony describes the Company's proposed PowerPay Program, a  
15 voluntary, pre-pay billing option for its residential customers. PowerPay will  
16 provide benefits to I&M's residential customers and allow them to interact with  
17 I&M on their terms to improve customer satisfaction.

18 My testimony also describes the customer benefits associated with the  
19 Company's new Customer Information System (CIS). The new CIS will give the  
20 Company more flexibility to implement evolving and more complex tariff designs  
21 to the benefit customers and provide more tools for Demand-Side Management  
22 and improved customer communications.

23 Finally, my testimony describes the benefits of the Company's middle-mile  
24 broadband project proposal. The Company has received widespread support

1 for this proposal from a variety of government officials, educators and  
2 community organizations, and the project aligns with the five categories of  
3 Governor Holcomb's 2023 Next Level Agenda: health and wellbeing, education  
4 and workforce, economic development, community development, and good  
5 government. This project is consistent with the Governor's Next Level  
6 Connections and Next Level Broadband program, which seeks to bridge the  
7 digital divide by improving broadband access and adoption in Indiana.<sup>1</sup>

### III. PowerPay Program

8 **Q9. Please describe the Company's proposed PowerPay Program.**

9 The Company is proposing the PowerPay Program, which is a voluntary  
10 payment option that allows customers to pre-pay their electric bills, much like  
11 prepaid cell phones. We recognize that each customer is unique, and therefore  
12 wants different levels of engagement with their electric utility as well as various  
13 levels of control over their energy use. As shown in *Figure KKD-1*, we currently  
14 have two ways customers can pay their bills – monthly with charges that vary  
15 based on actual usage, or monthly with charges that are fixed based on  
16 historical usage. The PowerPay Program, represented in the third row of *Figure*  
17 *KKD-1*, will add another option for customers that want greater control over the  
18 frequency and timing of their payments, desire a better understanding of their  
19 consumption, and want to better manage their account with I&M.

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<sup>1</sup> <https://www.in.gov/gov/next-level-agenda/next-level-connections/>

Figure KKD-1. Payment Options

Billing Option	Charge Frequency	Charge	Level of Engagement from Customers
EZ Bill	Monthly	Fixed	Low
Post-Pay	Monthly	Variable Based on Usage	Medium
PowerPay*	Pre-Pay	Balance Draw Down Based on Actual Usage	High

\*Designates a change or new items proposed in this testimony.

1 **Q10. What approvals is the Company seeking regarding its proposed Power**  
 2 **Pay offering?**

3 As supported by Company witness Cooper, the Company is seeking certain  
 4 modifications of its Terms and Conditions of Service to include the PowerPay  
 5 Program. Additionally, as explained further by Company witness Brenner, the  
 6 Company is proposing to recover certain Information Technology-related costs  
 7 associated with implementing PowerPay. Company witness Seger-Lawson also  
 8 supports waivers associated with the Company's proposed PowerPay Program.

9 **Q11. How will the PowerPay Program benefit customers?**

10 Programs such as Amazon Prime and Instacart are popular because customers  
 11 want choices and variety in the way they shop and pay for services to fit their  
 12 lifestyle and needs. Similarly, I&M's PowerPay Program offering would provide  
 13 customers with more choices with respect to how and when they engage with  
 14 I&M to better suit their respective lifestyles.

15 Specifically, customer benefits of the PowerPay Program include:

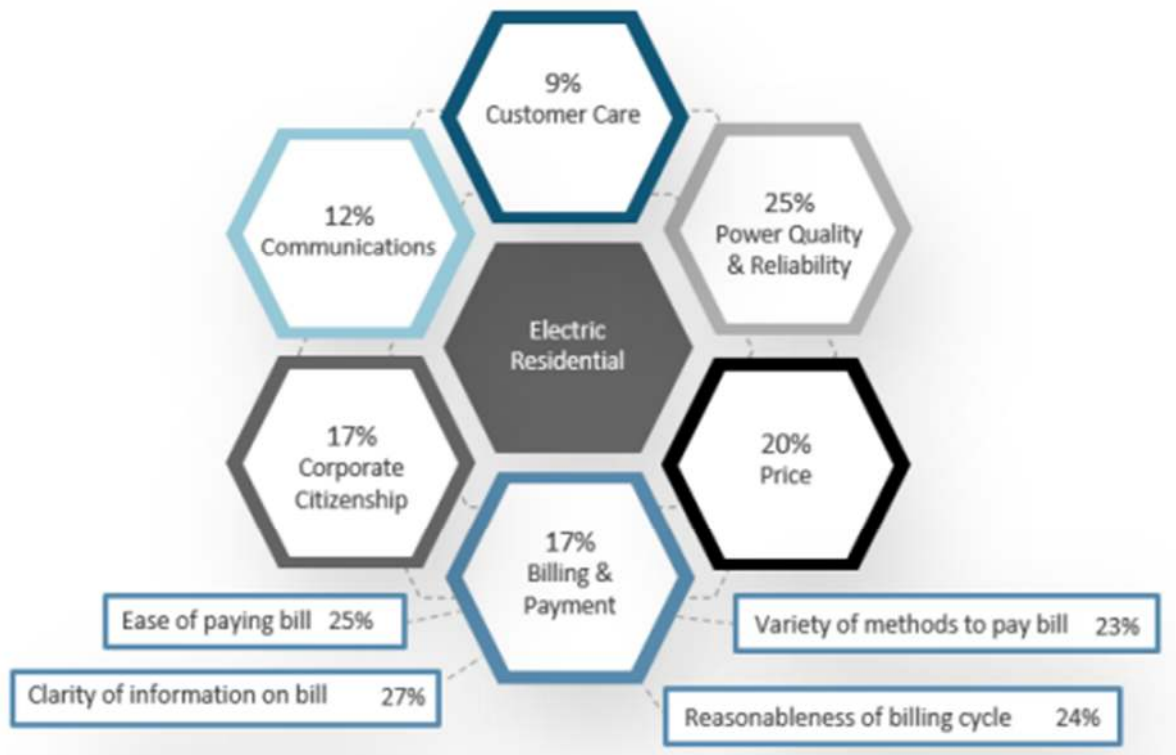
- 1           • Providing customers a choice of when and how to pay their electric bills,  
2           including giving them the opportunity to make payments that are more in-  
3           line with their cash flow;
- 4           • Helping customers avoid larger-than-expected bills by receiving daily  
5           updates on their usage and costs;
- 6           • Removing the requirements for deposits, reconnection, and/or late fees .  
7           This helps remove barriers that arise for new customers needing to make  
8           deposits to establish service and helps reduce account balances;
- 9           • Allocating existing deposits toward arrearages and/or to purchase  
10          electricity;
- 11          • Providing customers greater awareness of their usage and costs, giving  
12          them greater ownership of their energy bill and energy reduction  
13          strategies;
- 14          • Receiving more frequent communications from I&M to help customers  
15          manage their accounts and avoid potential disconnections;
- 16          • Creating an expedited process for reconnections if a customer is  
17          disconnected (as compared to a post-pay option) because there would be  
18          no deposit nor arrearage payments required to reconnect service; and
- 19          • Establishing a Disconnect Grace Amount, which provides a grace period  
20          from disconnection should a customer's balance reach \$0. Instead of a  
21          next day disconnect, a customer's account will be allowed to go negative,  
22          up to -\$50.

23   **Q12. Does the Company have information that supports the position that**  
24   **customers value having multiple payment options?**

25   Yes. I&M receives customer feedback through J.D. Power's Electric Utility  
26   Residential Customer Satisfaction Study. As shown in *Figure KKD-2* below,  
27   billing and payment represents 17% of the customer satisfaction scoring index.



Figure KKD-2.



1

2

There are four components included in the J.D. Power Billing and Payment category: ease of paying the bill, variety of methods to pay the bill, clarity of information on the bill, and reasonableness of the billing cycle.

3

4

5

The PowerPay Program provides customer benefits in each of these components:

6

7

1. Ease of paying the bill: Customers can make as many or as few payments as they want through a variety of payment channels.

8

9

2. Variety of methods to pay the bill: This would be our most flexible payment option because customers can choose to pay in more frequent, smaller payments based on cash flow or, conversely, can make a larger, lump sum payment so the account will draw down over a longer period.

10

11

12

1           3. Clarity of information on the bill: This program provides participants the  
2           opportunity to better observe the correlation between usage and cost,  
3           thereby creating more awareness as to what their electric service costs,  
4           and how long their dollars last. This awareness then gives them the ability  
5           to see how adjustments in energy use and behaviors affect the length of  
6           time their dollars last, thus fostering more control over energy usage and  
7           the opportunity to achieve more savings.

8           4. Reasonableness of the billing cycle: This program gives customers  
9           ultimate control over their billing cycle because they determine how often  
10          they make payments.

11   **Q13. Are you aware of any similar offering by any of I&M's affiliate companies?**

12          Yes. I&M's sister company, Public Service Company of Oklahoma (PSO), has  
13          offered its customers a similar PowerPay Program since 2016 and has had  
14          positive feedback from customers that take advantage of the program.

15          Currently 2.2% of PSO's customers are participating in the program. PSO has  
16          also experienced benefits from the program for non-participating customers. The  
17          80/20 split, where 80% of a customer's payment is applied to the PowerPay  
18          balance, with the remaining 20% applied to the arrears amount, has enabled  
19          PowerPay customers to reduce their beginning arrearages of \$5.1 million by  
20          approximately \$3.5 million since the program began. This has reduced potential  
21          bad debt expenses, which benefits all PSO customers.

22   **Q14. What are the eligibility requirements to participate in the PowerPay**  
23   **Program?**

24          All new residential accounts and any existing residential customers, including  
25          accounts with an existing deposit and/or arrears less than \$500, are eligible for  
26          the PowerPay Program, provided they have an AMI meter.

27          Customers that cannot participate in the PowerPay Program are as follows:

- 1           • Residential customers taking service under Tariff R.S.D. (Residential
- 2           Service – Demand Metered);
- 3           • Customers participating in the Tariff R.S. - EZB
- 4           (Residential EZ Bill);
- 5           • Customer accounts that have medical certification and/or life-threatening
- 6           conditions;
- 7           • Customers on payment plans;
- 8           • Average Monthly Payment Plan (AMPP) customers;
- 9           • Equal Payment Plan (EPP or Budget) customers; and
- 10          • Customers with on-site generation operated in parallel with the
- 11          Company’s system.

12   **Q15. What rate schedule will apply to PowerPay Program customers?**

13           PowerPay customers will continue to be billed under their current, applicable

14           tariff with portions of the rate converted to a daily rate. In other words, the

15           standard tariff remains the basis for the bill calculation. Thus, the customer’s

16           daily rate will be calculated as the effective base rate and all applicable riders

17           and fees for the customer’s daily usage within a 24-hour period. Fixed charges

18           will be charged daily and prorated based on the number of days in the billing

19           cycle. These amounts will be subtracted from the customer’s daily account

20           balance.

21   **Q16. How will customers enroll in the PowerPay Program?**

22           Eligible I&M customers will be able to enroll at any time. They can do so either

23           by calling the Customer Solutions Center or by signing up on our website. Any

24           customer wanting to enroll in PowerPay will need to establish a credit account

25           balance of \$40. This could either be in the form of a deposit that is already

1 credited on the account, a new payment, or a combination of both. This amount  
2 was calculated based on an account balance equal to approximately one week  
3 of service based on the daily cost of roughly \$5.00 for a residential customer  
4 using 1,000 kWh.

5 Below are three different scenarios outlining how the \$40 prepayment and/or the  
6 arrearage payment would work.

7 New account: A customer establishing a new account must make an initial  
8 payment of \$40 to enroll in the program. Although an initial payment is required  
9 to fund the PowerPay account, the \$40 payment is immediately available to pay  
10 for electric service.

11 The initial payment must be made within two days of enrollment into the  
12 program; otherwise, the new customer will automatically revert to the post-  
13 payment option. New customers establishing a PowerPay account do not,  
14 however, have to make a traditional security deposit that would normally be  
15 used to secure an account.

16 Existing customer with deposit and no arrears balance: An existing customer  
17 with a deposit who wishes to enroll in PowerPay can use the deposit to cover  
18 the initial \$40 prepayment. The customer would not be required to make an  
19 additional payment to enroll. Any remaining deposit balance would be applied to  
20 the PowerPay balance and be available for future electric use.

21 Existing customer with a deposit and arrears amount: An existing customer with  
22 a deposit and \$500 maximum in arrears who wishes to enroll in PowerPay  
23 would still need to make an initial payment of \$40. The customer's deposit could  
24 be credited against their arrearage. The remaining account balance will be  
25 carried into an arrears amount that will be paid with each future payment at an  
26 80/20 split: 80% will be applied to the PowerPay balance, and the remaining  
27 20% will be applied to the arrears amount. A customer may not carry over more  
28 than \$500 in arrearage to PowerPay. Anything above \$500 must be paid prior to  
29 enrollment in PowerPay. I&M will not charge any additional late fees on the

1 deferred balance while it is being paid down through the PowerPay program's  
2 80/20 allocation.

3 **Q17. Will the Company's website be updated to allow customers to sign up for**  
4 **the PowerPay Program?**

5 Yes. Should the PowerPay offering be approved, the Company will make  
6 updates to its website to allow customers to sign up for PowerPay. The  
7 Company anticipates this functionality will be available in early 2025.

8 **Q18. How will I&M communicate account information with PowerPay Program**  
9 **customers?**

10 Upon enrolling in the program, customers must choose at least one preferred  
11 channel to receive all communications related to the PowerPay Program. The  
12 communication channels available to PowerPay customers are e-mail, text, or  
13 both. In addition to the selected communication channel, customers will also be  
14 able to check their account balance by calling the customer operations center,  
15 calling an Interactive Voice Request (IVR), or logging into their account at  
16 [www.indianamichiganpower.com](http://www.indianamichiganpower.com) or on the Company's mobile app. Customers  
17 will be required to keep their contact information up to date to remain enrolled in  
18 the program.

19 If I&M is unable to communicate with the customer either by e-mail or text, a  
20 letter will be sent to the customer letting them know they have thirty days to  
21 enroll in their chosen communication method to remain enrolled in the program.  
22 If they do not do so, the customer will be removed from the PowerPay Program  
23 and enrolled in traditional post-pay billing. The customer will receive information  
24 about this process when enrolling in the program.

25 In addition to selecting a preferred communication method(s), participants must  
26 also select a low-balance amount of at least \$25 for notification purposes. The  
27 low balance notification amount is for notification purposes only and does not

1 represent the minimum amount that must be kept in the account to continue  
2 receiving electric service. The customer will be notified when the account  
3 balance reaches the selected low balance notification amount, or the amount of  
4 \$25, whichever is greater.

5 The customer will continue to receive daily alerts so long as their account  
6 remains below the low balance notification amount. In addition to the individual  
7 communications, PowerPay participants will also have access to the customer  
8 engagement platform through the Company's website or mobile app. This tool  
9 provides access to energy usage and cost information during the billing period,  
10 allowing customers to act during the month to manage energy costs.

11 **Q19. Please describe the payment channels that program participants may**  
12 **utilize.**

13 Authorized payment channels available to PowerPay participants include  
14 immediate payment via telephone, website, or mobile app using electronic  
15 check, debit or credit cards, and any authorized in-person pay stations.  
16 Customers may also set up recurring payments through their bank bill pay  
17 feature or mail in a check to the remittance office. Customers will not be charged  
18 a transaction fee for using a credit card.

19 **Q20. What happens when a participant's account balance reaches zero?**

20 A customer's account reaching \$0 will not result in immediate disconnection. As  
21 mentioned above, I&M is providing PowerPay customers with a Disconnect  
22 Grace Amount that would delay disconnection until the account reaches -\$50.

23 Additionally, as mentioned above, the Company will provide ample notifications  
24 to any customer whose account reaches \$25 or their "low balance notification"  
25 amount, whichever is greater. If an account reaches zero, customers will  
26 continue receiving balance notifications and an alert that they will be  
27 disconnected when they reach -\$50. Customers enrolled in PowerPay will

1 receive daily usage information and, as such, will likely be more accustomed to  
2 checking their balance frequently. Since customers are tracking their balance,  
3 the Disconnect Grace Amount is provided in a dollar amount versus days or  
4 kilowatt hours. It is easier for a customer to track balance in dollars versus  
5 kilowatt hours. In addition, this gives the customer more control over how long  
6 the grace period will last based on how the customer uses energy during that  
7 period.

8 If the balance reaches -\$50, the customer will receive notification that the  
9 account will be disconnected the following business day during normal business  
10 hours (8:00 a.m. to 3:00 p.m., Monday through Thursday and 8:00 a.m. to 12:00  
11 p.m. on Friday, excluding Company-observed holidays). Disconnection will not  
12 occur if the customer makes a payment to re-establish a positive account  
13 balance. If disconnection does occur, electric service will be automatically  
14 reconnected, typically within 15 minutes, after the payment has been posted like  
15 the timeline for post-pay customers that can be reconnected remotely.

16 Under Indiana Code § 8-1-2-121, electric and natural gas utilities in Indiana may  
17 not disconnect a customer from December 1st through March 15th if the  
18 customer is receiving help from the federally funded Energy Assistance Program  
19 (EAP) or is qualified for EAP funds. During the disconnect moratorium,  
20 PowerPay customers will be treated the same as post-pay customers, meaning  
21 they will not be disconnected if their accounts are -\$50 and beyond. Customers  
22 will still receive daily notifications of their account balance. When the moratorium  
23 ends, if the customer has a negative account balance, they will be disconnected  
24 the first business day after the moratorium unless they pay the balance incurred  
25 during the moratorium and establish a positive balance.

26 **Q21. Please provide an example of what happens at the end of the moratorium.**

27 The two examples shown below in Figure KKD-3 assume the customer has an  
28 arrearage balance going into the moratorium, incurs additional arrearage during

1 the moratorium and the amount they should pay in order to stay on the  
 2 PowerPay program.

**Figure KKD-3. Figure KKD-3 Moratorium Examples**

A	B	C	D	Allocation of payment			H
Arrearage at enrollment	Arrearage Accumulated during Moratorium	Amount due at end of moratorium to avoid disconnect (B*(1/(1-20%))+\$1)	Customer Payment	Arrearage (20% of payment)	Moratorium true-up	Remaining PowerPay Amount*	Remaining arrearage
				\$200	\$100	\$126	
\$200	\$100	\$126	\$120	\$24	\$100	(\$4)	\$180
\$50	\$80	\$101	\$126	\$25	\$80	\$21	\$25
\$50	\$80	\$101	\$30	\$6	\$24	(\$56)	\$100

\*In order to stay on PowerPay, the customer must pay the amount of arrearage incurred during the moratorium, plus an amount to cover 20% of the payment that will be used to decrease the arrearage incurred before the moratorium plus \$1 after the moratorium. A negative balance of \$50 would result in disconnection.

3 In the first example, the customer enters the moratorium with a \$200 arrearage  
 4 balance, incurs an additional \$100 during the moratorium. This customer must  
 5 pay the amount of the arrearage incurred during the moratorium, an amount to  
 6 cover the 20% of the payment going towards the arrearage plus \$1 in order to  
 7 stay on the PowerPay program. The first line above shows this customer paid  
 8 \$150 and, therefore, their PowerPay obligations are met and they stay on the  
 9 program. If the same customer pays only \$120, they will remain on the  
 10 PowerPay program but have a negative \$4 balance on the program. When this  
 11 negative balance reaches \$50 they will be disconnected.

12 In the second example, the customer enters the moratorium with a \$50  
 13 arrearage balance and incurs an additional \$80 during the moratorium. This  
 14 customer must pay the amount of the arrearage incurred during the moratorium,  
 15 an amount to cover the 20% of the payment going towards the arrearage plus  
 16 \$1 in order to stay on the PowerPay program. The third line above shows this  
 17 customer paid \$126 and, therefore, their PowerPay obligations are met and they



1 stay on the program. If the same customer pays only \$30, they will be  
2 disconnected because their PowerPay balance will be below \$50 and their  
3 PowerPay obligation were not met.

4 **Q22. When are customers unenrolled in the PowerPay Program?**

5 Customers can choose to unenroll themselves and convert to post-pay at any  
6 time. They follow the same procedure as when they enrolled by calling either the  
7 Customer Solutions Center or, once available, through the website.

8 Customers who have been disconnected twice while participating in the  
9 PowerPay Program will be unenrolled and will receive notification on other post-  
10 pay options.

11 Additionally, customers will be removed from PowerPay in the following  
12 circumstances:

- 13 • If a customer unsubscribes from alerts, they will receive a letter advising  
14 them to re-register in 30 days or they will be removed from the program;
- 15 • If a customer voluntarily closes the account, the account will revert to  
16 post-pay requirements;
- 17 • If the customer has an AMI meter but then submits a request to opt out of  
18 an AMI meter; and/or
- 19 • If a customer changes to one of the ineligible tariffs or other payment  
20 arrangements.

21 **Q23. Will PowerPay Program customers have access to available financial**  
22 **assistance programs?**

23 Generally, yes. PowerPay customers will have the same access to energy  
24 assistance as they would with post-pay billing. PowerPay customers who  
25 receive energy assistance will be able to apply payments from the Low-Income  
26 Home Energy Assistance Program (LIHEAP) or Social Agencies. I&M will apply

1 all payments to the customer's account when received. The only exceptions to  
2 this are the following:

- 3 • Customers on PowerPay who seek financial hardship payment  
4 arrangements;
- 5 • Customers on PowerPay who seek home energy assistance under 170  
6 IAC 4-1-16.6; and
- 7 • Customers on PowerPay who seek protection from disconnection by  
8 medical certificate pursuant to 170 IAC 4-1-16(c).

9 These customers would be removed from PowerPay and placed onto an  
10 appropriate tariff with post-pay billing.

11 **Q24. Are there costs associated with the PowerPay Program?**

12 Yes. As explained further by Company witness Brenner, there is a \$650,000  
13 adjustment for software and programming changes necessary to enable the  
14 Company's billing system to accommodate PowerPay. Company witness  
15 Brenner further explains the necessary technical upgrades to support the  
16 PowerPay Program in his testimony.

17 Last, we anticipate a budget of \$100,000 to launch the program and educate  
18 customers about the new payment option. As PowerPay will be available  
19 approximately 18 months from the date of approval, these costs are not  
20 reflected in the Company's cost of service in this proceeding as they will begin  
21 after the test-year period.

22 **Q25. Please describe how I&M will educate and engage its customers about the**  
23 **PowerPay Program.**

24 I&M's communication plan will include several means of outreach with its  
25 customers as well as different communication methods such as visuals and  
26 videos (where appropriate) that will be included in printed material, email, social

1 media, and information on I&M's website. This education campaign will let  
2 customers know a new payment option is available, outline all the specifics of  
3 the program, and provide explanations of the enrollment process. The  
4 communications plan will also include comparisons between existing payment  
5 options and the new option, so customers are well informed before making their  
6 choice.

7 In addition, education efforts will continue beyond the initial outreach for  
8 enrollment. When a customer initially enrolls in the program, the customer will  
9 receive alert notifications via e-mail, text messaging, or both depending on the  
10 customer's chosen communication method. Customers will know they are  
11 enrolled in the program by receiving a "Welcome to Power Pay" alert message.  
12 After receiving the initial alert message, alerts are triggered by customer activity  
13 such as payments received and daily balance information, and notifications from  
14 I&M. PowerPay customers will receive alerts that will continue throughout a  
15 customer's participation in the program.

16 We will also provide customers with education on "ways to save" through our  
17 website [www.ElectricIdeas.com](http://www.ElectricIdeas.com) as well as help them identify how to see their  
18 account usage and other energy savings tools available 24/7 on the customer  
19 engagement platform.

20 Prior to implementation of PowerPay, I&M customer service employees as well  
21 as call center personnel, will receive specific training related to PowerPay to  
22 better support both interested customers and ongoing participants.

23 **Q26. Are there specific benefits to income-qualified customers associated with**  
24 **PowerPay?**

25 Although the terms and related benefits for PowerPay customers are the same  
26 for all customers, the flexibility that PowerPay allows customers over making  
27 payments on a fixed post-pay schedule may be more impactful to customers  
28 with budget challenges or with fixed income.

1 **Q27. If approved, when can the PowerPay Program be implemented?**

2 It will take roughly 12-18 months from the final order to make the updates  
3 needed to implement the PowerPay Program.

4 **Q28. Is the Company requesting any waivers in this proceeding to implement  
5 the PowerPay Program?**

6 Yes. We are requesting a waiver of billing rules that require certain charges to  
7 be presented to customers on an electric utility bill, and waiver of customer  
8 notifications prior to being disconnected. Company witness Seger-Lawson  
9 discusses the waiver requests in her testimony.

10 **Q29. Pursuant to the Settlement Agreement terms in Cause No. 45576, did I&M  
11 meet with interested stakeholders, including CAC, prior to filing the  
12 program to receive input on the development of the program, including  
13 concerns related to the winter disconnection moratorium.**

14 Yes. I&M met with OUCC and CAC to understand some of the preliminary  
15 concerns they may have with a pre-pay program. I&M considered stakeholder  
16 feedback when finalizing its proposed PowerPay Program.

#### IV. Customer Information System

17 **Q30. Please describe the Company's proposed Customer Information System  
18 (CIS).**

19 At a high-level, the Company is proposing to begin replacing its current legacy  
20 customer billing system, with a new CIS. Company witness Brenner describes  
21 the need to replace AEP's legacy CIS further in his testimony. I will explain the  
22 customer benefits associated with the new CIS.

1 **Q31. How will a modern CIS benefit the Company's customers?**

2 There are four primary benefits to I&M's customers in modernizing the  
3 Company's CIS. The first is the ability to adapt to the changing grid and evolving  
4 tariff designs that leverage more granular usage information. This allows for new  
5 time of use (TOU) tariffs to be offered to customers. Modern CIS systems,  
6 evolve with changing industry needs, and new releases offer changing  
7 functionality. For example, as Plug-in Electric Vehicle (PEV) growth continues,  
8 having TOU programs that can incentivize off peak charging or leverage their  
9 batteries as generation resources at peak times will be very important.

10 The second primary benefit is speed to market tariff offerings. In addition to new  
11 tariff designs, modern CIS systems offer more flexibility around complex  
12 payment programs as well. Today, new tariff changes must be hard coded or  
13 handled manually. Modern CIS systems are designed to ingest interval data and  
14 allow for more configurable rate implementation. As customers install solar  
15 panels and PEV chargers at their homes, they may wish to participate in  
16 generation aggregation programs in the future, therefore a new CIS system is  
17 able to accommodate more sophisticated tariff offerings to support their needs.

18 The third primary benefit is providing more tools for customers participating in  
19 Demand Side Management programs. To realize the ultimate value in a smart  
20 grid, time-of-use offerings must be billable and those pricing signals must  
21 provide benefits to the customer. With a modern CIS system, interval usage for  
22 customers can be paired with granular pricing to bill customers with real-time-  
23 pricing programs. Those benefits may result in lower hourly costs for customers  
24 that can shift their usage to lower priced hours.

25 The fourth primary benefit involves the ongoing improvements to the protection  
26 of customer data, which is explained further by Company witness Brenner.

27 Finally, a modern CIS will position I&M for better communication with its  
28 customers by leveraging a more customer-centric data structure with customer

1 communication preference that creates efficiencies in the speed at which  
2 communications can be sent.

3 **Q32. How will the new CIS system improve customer communications?**

4 The current billing system was designed to produce a customer bill once per  
5 month, not manage multi-channel communications based upon different events  
6 that customers now want to know about in a timely manner. Modern CIS systems  
7 include customer communication preferences as part of the system with the  
8 customer data, not as an add-on requiring multiple integrations across platforms.  
9 For example, today customer outage communications stem from a trigger in the  
10 outage management system, which in turn prompts the system to generate an  
11 outage message to a customer based on the customer's preference of  
12 communication. However, the system is not able to produce communications for  
13 planned outages, and targeted communications need to be created manually.

14 Customers are also expecting different communication channels depending on  
15 the subject. For instance, customers may want outage or high usage alerts  
16 through text or smart phone app notifications, while information about new rate  
17 programs could be delivered via email. While not every customer is interested in  
18 leveraging new technology, I&M recognizes that traditional communication  
19 approaches no longer meet the needs of all customers.

20 Furthermore, the system will be able to target customers with outage alert  
21 messages for anticipated outages as well as for outages due to scheduled  
22 maintenance in real time. However, traditional communication channels such as  
23 bill inserts and the customer solutions center will still be available to customers  
24 that prefer them.

1 **Q33. How does the implementation of a new CIS system improve**  
2 **communications related to demand response?**

3 Three types of demand response communications enabled by the new CIS  
4 system will benefit customers.

5 First, there are communications that are affiliated with Commercial and Industrial  
6 (C&I) demand response events. In the event of a curtailment, customers will be  
7 able to receive a notification to opt into the event. Also, customers will be able to  
8 receive day-ahead notifications to potentially reduce their energy use during peak  
9 load periods.

10 Second, customers will be able to receive notifications for residential demand  
11 response events. Similar to the C&I notifications, customers will be able to get  
12 opt-in notifications to participate in residential events (HVAC, EV, Water Heater  
13 options) as well as day-ahead notifications to reduce their use during peak load  
14 periods.

15 The third type of notification would be a Distributed Energy Resource (DER)  
16 response notification. This communication would let customers with batteries,  
17 generators, or other DER technology know that they can send energy back to  
18 the grid.

## V. Rural Broadband

19 **Q34. Please describe the benefits of the Company's proposal for rural**  
20 **broadband infrastructure.**

21 As explained further by Company witness Osterholt, I&M is proposing to make  
22 more than 700 miles of high-capacity fiber optic cable available for "middle-mile"  
23 broadband in Delaware and Grant counties within the Company's Indiana  
24 service territory. Company witnesses Osterholt and Isaacson discuss the electric  
25 utility operational benefits and the grant cost offset benefit. I discuss benefits to

1 consumers from this fiber being made available to lease by Internet Service  
2 Providers (ISPs), including the economic development benefit, which in turn  
3 benefits electric utility service customers by offsetting the project costs with  
4 lease revenues as explained by Company witness Ross. The proposed  
5 Delaware and Grant Middle Mile Connect (DG MMC) project consists of 265  
6 miles of newly constructed fiber and 484 miles of existing fiber within the I&M  
7 network.

8 **Q35. How would customers in Delaware and Grant counties benefit from**  
9 **“middle-mile” broadband?**

10 As the energy provider in Delaware and Grant counties for more than a century,  
11 I&M is deeply knowledgeable about the area. The Company is uniquely  
12 positioned to recognize the broadband limitations of residents and businesses  
13 there and help boost broadband access by leveraging I&M’s infrastructure  
14 needs. For example, the DG MMC project fiber routes can provide the robust  
15 “middle-mile” service to be within 1,000 feet of 56 “anchor” institutions, such as  
16 businesses and schools.

17 Broadband availability will greatly enhance the internet service in counties with a  
18 substantial lack of access to broadband.

19 Most residents in the two counties that will be served by the DG MMC project  
20 trail the rest of the nation in access to essential high-speed internet service. In  
21 Delaware and Grant counties, 60.3% and 59.3%, respectively, of residents lack  
22 broadband speeds. Today’s educational environment requires internet access  
23 as a staple for student participation in academic requirements such as  
24 homework, e-learning, and research. Providing additional infrastructure to  
25 support ISPs would enhance Indiana students’ access to high-speed internet at  
26 home.

27 Inadequate internet service diminishes local businesses’ efforts to attract and  
28 retain talent. Small businesses and entrepreneurs have less ability to remain



1 competitive. Lack of accessibility contributes to population reduction, stagnant  
2 tax bases and higher poverty rates. In the two counties, 40.5% of residents live  
3 at or below 150% of the poverty line, nearly 15 percentage points above the  
4 national average compared to other U.S. counties with more than 72,000  
5 residents.

6 With broadband, customers in these areas will have benefits such as:

- 7 • Economic Development - access to a larger job market, while businesses  
8 can better recruit talent in rural areas.
- 9 • Quality of place – This is increasingly important for businesses and  
10 prospective employees who expect to have access to broadband to do  
11 their jobs and enhance their lives.
- 12 • Agriculture - Farmers increasingly rely on data for real-time information  
13 for items such as soil conditions, water availability and pests.
- 14 • Public Safety - Providing broadband connectivity is also important for  
15 public safety by giving rural communities better ability to receive and  
16 distribute critical information to first responders and the public. Broadband  
17 means access to applications and devices that allow fire departments,  
18 police and public health agencies to utilize real-time tactical data.

19 With the DG MMC project, the fiber optic cables will cross both counties, running  
20 through or near the principal cities of Muncie and Marion as well as a number of  
21 small communities. In Grant County, those communities include Fairmount,  
22 Fowlerton, Gas City, Herbst, Jonesboro, Swayzee, Sweetser, Upland, Van  
23 Buren, and more. In Delaware County, the communities include Albany, DeSoto,  
24 Dunkirk, Eaton, Gaston, Reed Station, Royerton, Selma, Wheeling, and  
25 Yorktown.

1 **Q36. Is there support in Delaware and Grant counties for this broadband**  
2 **project?**

3 Yes. As demonstrated in Attachment KKD-1, organizations writing letters of  
4 support for the project include the cities of Muncie and Marion and the towns of  
5 Yorktown, Daleville and Albany. The County Commissioners in both affected  
6 counties support the project.

7 A broad range of educational institutions, including Ball State University in  
8 Muncie, IVY Tech in Marion and the Muncie, Yorktown, Cowan, Delaware  
9 Community, and Mississinewa School Districts, support the project.

10 Other organizations that have gone on record with their support include: the  
11 Grant County Growth Council; East Central Indiana Regional Planning District;  
12 Muncie-Delaware County Economic Development Alliance; the Marion and  
13 Yorktown Chambers of Commerce; Eastern Indiana Works; Meridian Health  
14 Services; Indiana University Health; the Muncie-Delaware County Black  
15 Chamber of Commerce; and the Muncie NAACP.

16 Finally, the project has also garnered support from a variety of federal and state  
17 political figures including Gov. Eric Holcomb, U.S. Sens. Todd Young and Mike  
18 Braun, U.S. Rep. Greg Pence, State Sens. Travis Holman and Mike Gaskill, and  
19 State Reps. Ann Vermilion, Elizabeth Roway and Sue Errington.

20 **Q37. How does offering “middle-mile” broadband align with the state’s**  
21 **priorities?**

22 Expanding broadband access throughout the State has become a high priority  
23 for Indiana. Increasing broadband access helps Hoosiers in countless ways, and  
24 is important to advancing the state’s economy, its educational system, access to  
25 healthcare and overall quality of life.

26 Businesses need access to dependable, high-speed internet to connect with  
27 customers as well as employees. For many, working from home has become the  
28 norm, something that can be difficult to impossible without broadband access.

1 E-learning has become mainstream for many school-age children and teens,  
2 and students without broadband access struggle to find places to connect. Adult  
3 Hoosiers seeking educational opportunities to improve their skills, change  
4 careers or earn degrees also benefit greatly from high-speed internet.

5 Through broadband, Hoosiers can receive healthcare at a distance, helping  
6 build the overall health of Hoosiers in a more affordable manner. With  
7 broadband, patients can be diagnosed and treated more quickly.

8 In 2018, the State of Indiana created the Indiana Office of Broadband  
9 Opportunity, now the Indiana Broadband Office. The goal of the office is to  
10 “assist residents in need of affordable and reliable broadband connectivity ...  
11 where they live, work and play.”<sup>2</sup>

12 Broadband is key to supporting the Governor’s 2023 Next Level Plan and its five  
13 pillars: health and wellbeing, education and workforce, economic development,  
14 community development and good government.<sup>3</sup> Broadband is essential in  
15 advancing each of these pillars as well as an additional program created by the  
16 State – Next Level Connections which includes a goal of bridging the digital  
17 divide and increasing access and adoption to high-speed internet throughout  
18 Indiana.

19 **Q38. Is the Company pursuing grants to cover costs associated with the**  
20 **project?**

21 Yes. Details of costs, grant applications, and lease revenues are provided in the  
22 testimony of Company witness Osterholt.

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<sup>2</sup> <https://www.in.gov/indianabroadband/broadband-is/indiana-broadband-office/>

<sup>3</sup> <https://www.in.gov/gov/next-level-agenda/2023-next-level-agenda/>

1 **Q39. Is there a benefit to the region and to customers outside of Delaware and**  
2 **Grant counties?**

3 Yes. Company witness Osterholt identifies several different federal and state  
4 programs that clearly recognize the benefits of high-speed broadband to rural  
5 communities. It stands to reason that providing students with access to better  
6 educational opportunities creates a better workforce for employers throughout  
7 the region which allows business to grow and expand. Additionally, businesses  
8 impacted by improved broadband may be able to expand and create job  
9 opportunities, which can lead to increased economic activity across the region.

10 **Q40. In your opinion, is the Company's middle-mile broadband proposal**  
11 **reasonable and prudent.**

12 Yes. The Company's middle-mile broadband project will help bring much  
13 needed Internet access to under-served areas within our service territory.  
14 Furthermore, as detailed by Company witness Osterholt, the Company has  
15 taken significant efforts to reduce the cost of the project and as stated above this  
16 project benefits customers and the communities I&M serves. As such, I  
17 recommend the Commission approve the Company's proposal to complete DG  
18 MMC project as outlined by Company witness Osterholt.

19 **Q41. Does this conclude your pre-filed verified testimony?**

20 Yes.

VERIFICATION

I, Katherine K. Davis, Vice President, External Affairs & Customer Experience for I&M, affirm under penalties of perjury that the foregoing representations are true and correct to the best of my knowledge, information, and belief.

Date: 8/8/2023

A handwritten signature in blue ink that reads "Katherine K Davis". The signature is written in a cursive style with a blue ink pen.

\_\_\_\_\_  
Katherine K. Davis



STATE OF INDIANA  
OFFICE OF THE GOVERNOR  
State House, Second Floor  
Indianapolis, Indiana 46204

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**Eric J. Holcomb**  
Governor

September 12, 2022

Alan Davidson  
Assistant Secretary of Commerce for Communications and Information and NTIA Administrator  
1401 Constitution Ave. NW  
Washington, DC 20230

Dear Middle Mile Grant Application Committee,

I am writing to you on behalf of the State of Indiana to provide a letter of support for the National Telecommunications and Information Administration's Middle Mile Grant program.

Broadband has and will continue to be a priority of this administration. This has been demonstrated through the development of the Next Level Connections Broadband Grant Program. High-capacity broadband expansion is critical to all aspects of Indiana prosperity. This includes the ability to grow and attract businesses, retain and develop talent, receive necessary healthcare, work and learn remotely and enhance Hoosier's overall quality of life.

It is for these reasons that we support broadband expansion, including Indiana Michigan Power's (I&M) application to the Middle Mile program.

Thank you for your continued efforts to assist in connecting all Hoosiers with quality, affordable broadband via programs like the Enabling Middle Mile Broadband Infrastructure Program.

Sincerely,

Eric J. Holcomb  
*Governor*  
State of Indiana



## Grant County Commissioners

Steve Wright, *District 1*  
Mark Bardsley, *District 2*  
Mike Burton, *District 3*

401 S. Adams St  
Marion, IN. 46953  
Office: 765-668-4776  
Fax: 765-668-4780

August 31, 2022

Dear Middle Mile Grant Application Committee,

We, the Grant County Board of Commissioners, would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

In our efforts to stimulate economic development throughout Grant County, we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.



## Grant County Commissioners

Steve Wright, *District 1*  
Mark Bardsley, *District 2*  
Mike Burton, *District 3*

401 S. Adams St  
Marion, IN. 46953  
Office: 765-668-4776  
Fax: 765-668-4780

We are confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. The Grant County Board of Commissioners wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,

  
Mark Bardsley  
Michael H. Burton





**Town of Yorktown**

9312 W Smith St • PO Box 518  
Yorktown, IN 47396  
765-759-4003p  
www.yorktownindiana.org

8/24/2022

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

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In our efforts to stimulate economic development throughout Yorktown, we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Respectfully Submitted,



Pete Olson  
Town Manager



## State of Indiana

## Senate

Senator Travis Holdman  
Senate Majority Caucus Chairman  
Indiana State Senate  
200 West Washington Street  
Indianapolis, Indiana 46204  
State House: (317) 232-9453  
E-mail: s19@iga.in.gov

Committees:  
Appropriations  
Rules and Legislative Procedure  
Tax and Fiscal Policy, Chair

August 23, 2022

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

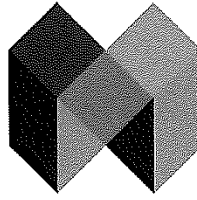
In our efforts to stimulate economic development throughout [area], we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,

A handwritten signature in black ink that reads "Travis Holdman".

Travis Holdman  
State Senator



## **CITY** of **MARION**

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

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Sincerely,

A handwritten signature in black ink that reads "Jess Alumbaugh". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Mayor City of Marion

**TOWN OF GASTON**  
OFFICE OF CLERK TREASURER  
107 N. SYCAMORE P.O. BOX 186  
GASTON, INDIANA 47342

September 8, 2022

Dear Middle Mile Grant Application Committee:

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

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In our efforts to stimulate economic development throughout [area], we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile

implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

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the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,

Town of Gaston

107 N Sycamore St

Gaston , IN 47342



President Katina Gleeson

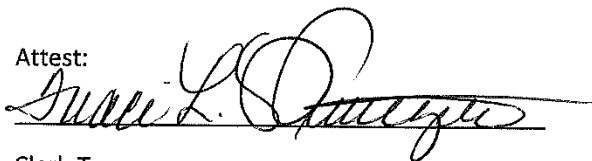


Brett Ellison



Audra Koontz

Attest:



Clerk-Treasurer



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Dear Middle Mile Grant Application Committee,

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I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create ~~significant~~substantial opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

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Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

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In our efforts to stimulate economic development throughout ~~area~~Delaware County we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

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I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

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Sincerely,



Jessica Piper

Delaware County Council, Vice President

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# MISSISSINEWA COMMUNITY SCHOOLS

ADMINISTRATION OFFICE  
424 EAST SOUTH "A" STREET  
GAS CITY, INDIANA 46933  
PHONE: (765)674-8528  
FAX: (765)674-8529

OFFICE OF  
LEZLIE A. WINTER, SUPERINTENDENT  
JILL S. TOWNSEND, DIRECTOR OF BUSINESS AFFAIRS

August 25, 2022

Dear Middle Mile Broadband Grant Committee,

Mississinewa Community Schools would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Mississinewa Community School's efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-



wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,



Lezlie Winter  
Superintendent



Steve Quaderer  
Admin Asst to Supt.



Jill Townsend  
Director of Business



Steve Jeffries  
Director of Technology

# Town of Daleville

14421 West Main St.  
PO Box 567  
Daleville, IN 47334

Phone: 765-378-6288  
Fax: 765-378-6374

Amy Roberts, Clerk-Treasurer  
Trina Morgan-Richardson, Deputy Clerk

September 2, 2022

Dear Middle Mile Grant Application Committee,

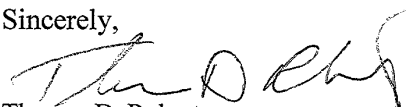
I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

In our efforts to stimulate economic development throughout [area], we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,



Thomas D. Roberts  
Council President  
Town of Daleville



**DELAWARE  
COUNTY  
COMMISSIONERS**

**James King**  
District #1

**Sherry K. Riggin**  
District #2

**Shannon Henry**  
District #3

Jeni Honeycutt  
Executive Administrator

100 West Main Street  
Room 309 County Building  
Muncie, Indiana 47305  
Telephone 765.747.7730  
Fax 765.747.7899  
[www.co.delaware.in.us](http://www.co.delaware.in.us)

An Equal Opportunity Employer

August 17, 2022

Re: Middle Mile Broadband Grant Application Support Letter

Dear Middle Mile Grant Application Committee,

On behalf of Delaware County Commissioners Office, we would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

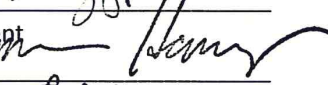
Many of the constituents we serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

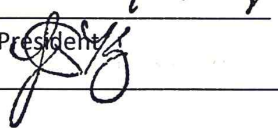
With our county's efforts to stimulate economic development throughout, we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

We are confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. Please know that the Delaware County Commissioners wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,

  
\_\_\_\_\_  
Sherry Riggin, President

  
\_\_\_\_\_  
Shannon Henry, Vice President

  
\_\_\_\_\_  
James King, Member



300 North High Street • Muncie, Indiana 47305  
www.cityofmuncie.com • Phone: (765) 747-4845

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

In our efforts to stimulate economic development throughout [area], we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Ridenour". The signature is fluid and cursive, with a large initial "D" and "R".

Dan Ridenour  
Mayor of Muncie



**STATE OF INDIANA**  
**HOUSE OF REPRESENTATIVES**  
THIRD FLOOR STATE HOUSE  
INDIANAPOLIS, INDIANA 46204

SUE ERRINGTON  
200 WEST WASHINGTON STREET  
INDIANAPOLIS, IN 46204

COMMITTEES:  
STATUTORY COMMITTEE ON ETHICS, VC  
ENVIRONMENTAL AFFAIRS, RMM  
ELECTIONS & APPOINTMENT

August 16, 2022

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on my community. I believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

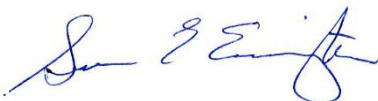
Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. Considering the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability

In my efforts to stimulate economic development, I regularly see the impacts of inadequate broadband services on the lives of my constituents; students cannot study, businesses cannot grow, and people get left behind. I believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,



Sue Errington.  
State Representative  
House District 34



# Cowan Community School Corporation

**Timothy P. Brown - Superintendent**

---

September 2, 2022

Dear Middle Mile Broadband Grant Committee,

Cowan Community Schools would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Cowan's efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

A handwritten signature in black ink that reads "Timothy P. Brown". The signature is written in a cursive style.

Timothy P. Brown  
Superintendent  
Cowan Community Schools



Dear Middle Mile Broadband Grant Committee,

Meridian Health Services would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Meridian Health Services efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their

commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

A handwritten signature in cursive script that reads "Hank Milius".

Hank Milius, CEO/President





**TOWN OF ALBANY**  
210 E. State Street, Albany, IN 47320  
Phone: 765-789-6112 Fax: 765-789-6961

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

In our efforts to stimulate economic development throughout Albany, we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,



Steven R. Hall

Town Council President



**BALL STATE  
UNIVERSITY**

August 25, 2022

Re: Funding Opportunity Number: NTIA-MMG-2022

Dear Middle Mile Broadband Grant Committee:

I write to express my support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program. Middle mile expansion into rural areas by I&M will provide many benefits to our community. It will also will provide critical infrastructure to ensure businesses and residents in East Central Indiana have the ability to thrive for generations to come by supporting telehealth, education, public safety, and community connectivity. I believe that this infrastructure project will provide vital resources in the local community and will enhance social equity in East Central Indiana.

Many residents and businesses in our region still have broadband access far below the FCC mandated minimum speeds. Moreover, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard. Additionally, many locations do not have wireless access, and so our neighbors rely on high-cost, satellite services. In light of the connectivity challenges due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and direct interconnection facilities that will facilitate the provision of lit broadband service. This infrastructure will offer more robust, resilient service to people and businesses in Delaware and Grant Counties.

In our University's commitment to community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate or non-existent broadband services. I believe that vibrant communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

I understand that I&M can implement middle mile access along with ISP partners in East Central Indiana. With over 100 years of experience, I&M has demonstrated a commitment to serve their customers through investments in infrastructure and connectivity.

**Office of the President**

I support I&M, and I hope that the Middle Mile Broadband Grant Committee will carefully consider I&M's funding request.

Sincerely,



Geoffrey S. Mearns  
President



3310 W. Fox Ridge Lane, Suite A  
Muncie, IN 47304  
Phone: (765) 282-6400  
[www.easternindianaworks.org](http://www.easternindianaworks.org)

**Eastern Indiana Workforce Development Board**  
*Providing WorkOne Leadership to Eastern Indiana*  
Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union and Wayne Counties

---

September 1, 2022

Dear Middle Mile Broadband Grant Committee,

Eastern Indiana Works would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Eastern Indiana Works' efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

Eastern Indiana Works wholeheartedly supports I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

A handwritten signature in blue ink that reads "Mike Row".

Mike Row  
President and CEO  
Eastern Indiana Works



## Yorktown Community Schools

2311 S. Broadway  
Yorktown, IN 47396  
Phone: 765-759-2720 Fax: 765-759-7894

Dr. Gregory Hinshaw,  
Superintendent

Dr. David B. Sturgeon,  
Director of Education  
Initiatives

Kara S. Schoch,  
Business  
Manager/Treasurer

Brooke Crowder,  
Deputy Treasurer

Kristin Comp,  
Accounts Payable

Board of  
School Trustees

Ted Johnson  
Ryan Kelly  
Pat LaVelle  
Tom Simpson  
Alison Tokar



*Home of the Tigers!*

Dear Middle Mile Broadband Grant Committee,

Yorktown Community Schools would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Yorktown Community Schools' efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

Gregory P. Hinshaw, Ed.D.,  
Superintendent of Schools

TODD YOUNG  
INDIANA

United States Senate  
WASHINGTON, DC 20510

COMMITTEES  
FINANCE  
FOREIGN RELATIONS  
COMMERCE  
SMALL BUSINESS

September 9, 2022

Mr. Alan Davidson  
Assistant Secretary of Commerce for Communications and Information  
National Telecommunications and Information Administration  
U.S. Department of Commerce  
1401 Constitution Avenue NW  
Washington, DC 20230-0001

Dear Mr. Davidson,

I am writing to express my support for Indiana Michigan Power (I&M) in its application for the NTIA Middle Mile Broadband Infrastructure Program. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. Investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability. Good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation will provide both long-term support and opportunity for Indiana's rural areas.

I ask that you give Indiana Michigan Power (I&M)'s application full and fair consideration, within applicable laws and regulations. If I can provide you with any additional information, please contact my grants coordinator, Kevin Sulc. He can be reached by email, [Kevin\\_Sulc@young.senate.gov](mailto:Kevin_Sulc@young.senate.gov). Thank you in advance for your assistance.

Sincerely,



Todd Young  
United States Senator

WASHINGTON, D.C.  
185 DIRKSEN SENATE OFFICE BUILDING  
WASHINGTON, D.C. 20510  
PHONE (202) 224-5623

INDIANAPOLIS  
251 NORTH ILLINOIS STREET  
SUITE 120  
INDIANAPOLIS, IN 46204  
PHONE (317) 226-6700

NEW ALBANY  
3602 NORTHGATE COURT  
SUITE 15  
NEW ALBANY, IN 47150  
PHONE (812) 542-4820

EVANSVILLE\*  
101 MARTIN LUTHER KING JR. BLVD.  
SUITE 110  
EVANSVILLE, IN 47708  
PHONE (812) 465-6501

FORT WAYNE\*  
1300 SOUTH HARRISON STREET  
SUITE #3161  
FORT WAYNE, IN 46802  
PHONE (260) 422-7397

[young.senate.gov](http://young.senate.gov)

\* APPOINTMENTS ARE REQUIRED FOR  
SERVICE AT THIS LOCATION



August 29, 2022

Middle Mile Broadband Infrastructure Program  
Funding Opportunity Number: NTIA-MMG-2022

Dear Middle Mile Broadband Grant Committee,

Ivy Tech Community College Marion Campus (Ivy Tech Marion) would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Ivy Tech Marion's efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

261 COMMERCE DRIVE  
MARION, INDIANA 46953  
765-651-3100  
FAX 765-651-3111



We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

A handwritten signature in black ink that reads "Alex D. Huskey".

Alex D. Huskey,  
Chancellor

261 COMMERCE DRIVE  
MARION, INDIANA 46953  
765-651-3100  
FAX 765-651-3111





## DALEVILLE COMMUNITY SCHOOLS

14300 W. 2<sup>ND</sup> STREET • DALEVILLE, IN 47334  
TELEPHONE (765) 378-3329 • FAX (765) 378-3649  
*Home of the Broncos*



Indiana Four-Star Schools

• A Standard & Poor's Outperforming School District

• At the Crossroads to the Future

Greg Roach, Superintendent  
David Stashevsky, Assistant Superintendent

Tiffany Marquell, Treasurer  
Cathy Hamm, Deputy Treasurer  
Carol Harris, Administrative Assistant

August 23, 2022

Dear Middle Mile Broadband Grant Committee,

Daleville Community Schools would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

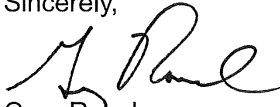
In the efforts of Daleville Community Schools to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.



We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliably served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,



Greg Roach  
Superintendent



**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515-1405

September 9, 2022

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and I believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet - supporting economic development and social equity throughout Indiana.

Ensuring access to high-speed internet is an important issue for me as many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M can provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

During this Congress I have actively supported legislative efforts to increase broadband access to all communities and am confident that I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas of Indiana that it serves.

I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,



Victoria Spartz.  
Member of Congress (IN-05)

OFFICE OF SUPERINTENDENT  
**DELAWARE COMMUNITY SCHOOL CORPORATION**  
9750 N CR 200 E  
Muncie, IN 47303  
Phone: 765-284-5074  
Fax: 765-284-5259

**Board of Education**

Lance Engle - President  
Jacob Case - Vice President  
Superintendent  
John Adams - Secretary  
Adam Williams - Member  
Trent Fox - Member

Greg Kile - Superintendent  
Dr. Darin K. Gullion - Assistant

Dear Middle Mile Broadband Grant Committee,

Delaware Community School Corporation would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure students in East Central Indiana excel and have the ability to participate in their education from home. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting education, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and students that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Delaware Community School Corporation's efforts to support students' learning with digital resources, we regularly see the impacts of inadequate (or non-existent) broadband services on

educational excellence and their day-to-day lives. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We wholly support I&M's proposal and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

Greg Kile, Superintendent

Delaware Community School Corporation



August 30, 2022

Dear Middle Mile Broadband Grant Committee,

ECI Regional Planning District would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In ECI Regional Planning District efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Walters". The signature is written in a cursive, flowing style.

Bill Walters  
Executive Director



301 S Adams Street  
Marion, IN 46952  
765.662.0650 (office)  
888.668.3203 (toll free)  
www.grantcounty.com

August 25, 2022

Dear Middle Mile Broadband Grant Committee,

The Grant County Economic Growth Council would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In the Growth Council's efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

A handwritten signature in black ink, appearing to read "Charity Bailey", is written over a light gray rectangular background.

Charity Bailey  
Executive Director





September 1, 2022

Re: Middle Mile

Dear Middle Mile Broadband Grant Committee,

Yorktown Chambers of Commerce would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

I&M will provide, along with internet service provider (ISP) partners, open access middle mile infrastructure and will provide direct interconnection facilities that will facilitate the provision of lit broadband service, at speeds not less than 1 Gigabit per second for downloads and 1 Gigabit per second for uploads to anchor institutions located within 1,000 feet of the middle mile infrastructure. This will provide a far more robust service offering to the people and businesses in Delaware and Grant Counties with long-term community resiliency.

In Yorktown Chambers of Commerce efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

A handwritten signature in black ink, appearing to read "Keith Gary", with a stylized flourish at the end.

Keith Gary, President  
Yorktown Chambers of Commerce

MIKE BRAUN  
INDIANA

WASHINGTON, DC OFFICE:  
374 RUSSELL SENATE OFFICE BUILDING  
WASHINGTON, DC 20510  
(202) 224-4814

## United States Senate

September 9, 2022

Alan Davidson  
NTIA Administrator  
1401 Constitution Ave NW  
Washington, DC 20230

I am writing in support of the application by Indiana Michigan Power (I&M) for the Middle Mile Broadband Infrastructure Grant Program – Funding Opportunity Number NTIA-MMG-2022.

The COVID pandemic was a wakeup call for those areas that don't have access to fast, reliable internet and I&M are leading the effort to update this infrastructure in East Central Indiana. I continue to work on rural broadband issues in the United States Senate but its local organizations that are doing the necessary on the ground work that will bring in industry, talent, and maintain a certain quality of life in their communities. With this grant, I&M will be better equipped to serve the rural areas in partnership with local groups.

I ask that you give the application from Indiana Michigan Power full and fair consideration in their application for the Middle Mile Broadband Infrastructure Grant Program. If I can provide you with any additional information, please contact my grants coordinator, Joshua Waddell. He can be reached by email, [Joshua.Waddell@braun.senate.gov](mailto:Joshua.Waddell@braun.senate.gov). Thank you for your attention and consideration.

Sincerely,



Mike Braun  
United States Senator



**STATE OF INDIANA**  
**HOUSE OF REPRESENTATIVES**  
THIRD FLOOR STATE HOUSE  
INDIANAPOLIS, INDIANA 46204

J.D. Prescott  
200 West Washington Street  
Indianapolis, IN 46204  
[www.in.gov/H33](http://www.in.gov/H33)  
[h33@iga.in.gov](mailto:h33@iga.in.gov)  
317-234-3827

Dear Middle Mile Grant Application Committee,

I would like to voice support for Indiana Michigan Power (I&M) and its grant application for funding through the federal Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community. We believe that investment in this infrastructure project will create significant opportunities to expand affordable access to high-speed internet, support economic development, and social equity in East Central Indiana.

Many of the constituents I serve have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers. I&M will provide affordable open access middle mile infrastructure and will ultimately reduce the costs to end users serve by the end internet service provider (ISP), while providing a far more robust service offering with higher standards of reliability.

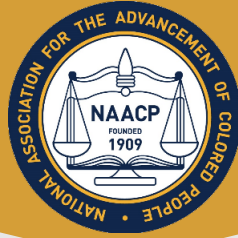
In our efforts to stimulate economic development throughout [area], we regularly see the impacts of inadequate (or non-existent) broadband services on the lives of our citizens; students cannot study, businesses cannot grow, and people get left behind. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's proposed middle mile implementation and its efforts to connect the underserved will provide both long-term support and opportunity for the rural areas that it serves.

I am confident that I&M can effectively implement middle mile service to assist ISPs in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I wholly support I&M's application and hope that the Grant Committee will fulfill this important infrastructure funding request.

Sincerely,

J.D. Prescott  
State Representative  
House District 33

# NATIONAL ASSOCIATION for the ADVANCEMENT of COLORED PEOPLE



Dear Middle Mile Broadband Grant Committee,

Muncie NAACP Branch Unit #3063 would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

Many residents and businesses in this area still have broadband access far below the FCC mandated minimum speeds of 25/3 Mbps for broadband. Further, many of the households and business owners that do have access to FCC minimum service levels still struggle with unreliable, poor-quality connections and qualify as underserved based on the FCC standard of 100/20 Mbps, as outlined in the program. Additionally, many locations do not have wireless access, and therefore rely on high-cost, satellite services. In light of the connectivity challenges seen due to the COVID-19 pandemic, access to affordable, reliable and high-speed internet is a necessity for all Hoosiers.

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**Joseph A. Anderson**

**Muncie NAACP Branch #3063**  
President

Mission: To ensure the political, educational, social and economic equality of rights of all persons and to eliminate race-based discrimination.



(765) 273-3111

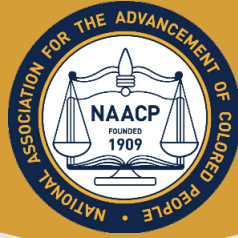


P.O. Box 466  
Muncie, IN 47308



[www.naacpmuncie.org](http://www.naacpmuncie.org)  
[naacpmunciebranch@gmail.com](mailto:naacpmunciebranch@gmail.com)

## NATIONAL ASSOCIATION for the ADVANCEMENT of COLORED PEOPLE



In Muncie NAACP Branch Unit #3063 efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request. 3

Sincerely,

Joseph Anderson  
President  
Muncie NAACP Branch Unit #3063



**Joseph A. Anderson**

**Muncie NAACP Branch #3063**  
President

Mission: To ensure the political, educational, social and economic equality of rights of all persons and to eliminate race-based discrimination.



(765) 273-3111



P.O. Box 466  
Muncie, IN 47308



[www.naacpmuncie.org](http://www.naacpmuncie.org)  
[naacpmunciebranch@gmail.com](mailto:naacpmunciebranch@gmail.com)



Dear Middle Mile Broadband Grant Committee,

Muncie-Delaware County Black Chamber of Commerce would like to voice support for I&M's grant application for funding through the Middle Mile Broadband Infrastructure Program - Funding Opportunity Number: NTIA-MMG-2022. Middle mile expansion into rural areas by I&M will have wide reaching benefits on our community and will provide critical infrastructure needed to ensure businesses and residents in East Central Indiana excel and have the ability for future enhancement and growth for generations to come by supporting telehealth, education, public safety, community access, and community connectivity. We believe that investment in this infrastructure project will support the community by providing vital resources in the local community, supporting social equity, and the economy in East Central Indiana.

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(765) 396-0554



info@mdcblackchamber.org  
www.mdcblackchamber.org



P.O. Box 2763  
Muncie, Indiana 47308



In Muncie-Delaware County Black Chamber of Commerce efforts to support community engagement and development throughout East Central Indiana, we regularly see the impacts of inadequate (or non-existent) broadband services on workforce development, educational excellence, business growth, and the day-to-day lives of everyone. We believe that good communities are defined by the opportunities and support that they provide for their citizens. I&M's network implementation and its efforts to connect the underserved areas of Delaware and Grant Counties will provide both long-term support and opportunities for our region.

We are confident that I&M can effectively implement middle mile access along with ISP partners in East Central Indiana. With over 100 years proven ability to build world-class infrastructure, coordinate community-wide efforts, and collaborate with local stakeholders. I&M has demonstrated their commitment to keeping their customers reliability served through investments in infrastructure and connectivity to serve our community.

We wholly support I&M and hope that the Middle Mile Broadband Grant Committee will accept and fulfill this important infrastructure connectivity funding request.

Sincerely,

Jason Walker  
President  
Muncie-Delaware County Black Chamber of Commerce



(765) 396-0554



[info@mdcblackchamber.org](mailto:info@mdcblackchamber.org)  
[www.mdcblackchamber.org](http://www.mdcblackchamber.org)



P.O. Box 2763  
Muncie, Indiana 47308