

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

PETITION OF DUKE ENERGY INDIANA, LLC PURSUANT)
TO IND. CODE §§ 8-1-2-42.7 AND 8-1-2-61, FOR (1))
AUTHORITY TO MODIFY ITS RATES AND CHARGES FOR)
ELECTRIC UTILITY SERVICE THROUGH A MULTI-STEP)
RATE IMPLEMENTATION OF NEW RATES AND CHARGES)
USING A FORECASTED TEST PERIOD; (2) APPROVAL OF)
NEW SCHEDULES OF RATES AND CHARGES, GENERAL)
RULES AND REGULATIONS, AND RIDERS; (3) APPROVAL)
OF REVISED ELECTRIC DEPRECIATION RATES)
APPLICABLE TO ITS ELECTRIC PLANT IN SERVICE, AND)
APPROVAL OF REGULATORY ASSET TREATMENT UPON)
RETIREMENT OF THE COMPANY'S LAST COAL-FIRED)
STEAM GENERATION PLANT; (4) APPROVAL OF AN)
ADJUSTMENT TO THE COMPANY'S FAC RIDER TO TRACK)
COAL INVENTORY BALANCES; AND (5) APPROVAL OF)
NECESSARY AND APPROPRIATE ACCOUNTING RELIEF,)
INCLUDING AUTHORITY TO: (A) DEFER TO A)
REGULATORY ASSET EXPENSES ASSOCIATED WITH THE)
EDWARDSPORT CARBON CAPTURE AND)
SEQUESTRATION STUDY, (B) DEFER TO A REGULATORY)
ASSET COSTS INCURRED TO ACHIEVE ORGANIZATIONAL)
SAVINGS, AND (C) DEFER TO A REGULATORY ASSET OR)
LIABILITY, AS APPLICABLE, ALL CALCULATED INCOME)
TAX DIFFERENCES RESULTING FROM FUTURE CHANGES)
IN INCOME TAX RATES.)

CAUSE NO. 46038

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR
PUBLIC'S EXHIBIT NO. 1
REDACTED TESTIMONY OF OUCC WITNESS
MICHAEL D. ECKERT

July 11, 2024

Respectfully submitted,



Thomas R. Harper
Atty. No. 16735-53
Deputy Consumer Counselor

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**TESTIMONY OF OUCC WITNESS MICHAEL D. ECKERT
CAUSE NO. 46038
DUKE ENERGY INDIANA, LLC**

I. INTRODUCTION

1 **Q: Please state your name, business address, and employment capacity.**

2 A: My name is Michael D. Eckert, and my business address is 115 West Washington
3 Street, Suite 1500 South, Indianapolis, Indiana, 46204. I am the Director of the
4 Electric Division for the Indiana Office of Utility Consumer Counselor (“OUCC”).
5 My qualifications are set forth in Appendix A of this document.

II. PURPOSE OF TESTIMONY

6 **Q: What is the purpose of your testimony?**

7 A: I testify regarding the OUCC’s evaluation and analyses of the revenue requirement
8 requests in Duke Energy Indiana’s (“Petitioner” or “Duke”) case-in-chief. I identify
9 and address the OUCC’s concerns related to affordability, risk assessment, and
10 storm response. I address the “Five Pillars of Electric Utility Service”¹ as prescribed
11 by Indiana statute and explain how cost trackers continue to shift the risk of
12 operating expense increases and capital expenditures from Duke to its ratepayers.
13 Additionally, I introduce the OUCC’s witnesses and provide an overview of their
14 testimony. My testimony also addresses the OUCC’s concerns related to risk
15 assessment and storm response and explains and supports specific adjustments and
16 recommendations regarding certain Duke requests, including its proposals for fuel

¹ Reliability, Affordability, Resiliency, Stability, and Environmental Sustainability.

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1 cost, fuel inventory, amortization expense, and \$7.6 million of un-monetized
2 inventory.

3 The OUCC recommends the Indiana Utility Regulatory Commission
4 (“Commission”):

5 1) Reject Duke’s requested annual rate increase of \$491.5 million (16.20%). As
6 explained by OUCC witness Mark Garrett, the OUCC’s analysis shows
7 Petitioner’s request should be limited to an increase of no more than \$184.7
8 million. This is largely due to capital projects that have received Commission
9 preapproval, as allowed by state law;

10 2) Reject Petitioner’s requested 10.5% authorized return on equity (“ROE”), and
11 approve a 9.00% ROE as set forth by OUCC witness David Garrett;

12 3) Deny Petitioner’s proposed increases to its monthly customer charges for
13 residential and small business customers, as explained by OUCC witness David
14 Dismukes;

15 4) Continue the current agreement that allows the OUCC and intervenors to file
16 Fuel Adjustment Charge (“FAC”) testimony 35 days after Duke files its petition
17 and testimony;

18 5) Reject Petitioner’s request to track fuel inventory through its Fuel Adjustment
19 Clause (“FAC”) proceeding;

20 6) Approve modifications to certain depreciation rates as recommended by Mr.
21 David Garrett; and

22 7) Approve the recommendations and proposals of the OUCC’s additional
23 witnesses.

24 **Q: Please describe the review and analysis you conducted to prepare your**
25 **testimony.**

26 **A:** I reviewed Duke’s petition and prefiled testimony in this proceeding. I also read
27 relevant Commission Orders, reviewed Petitioner’s workpapers, and reviewed its
28 Minimum Standard Filing Requirements. I submitted data requests (“DR”) and
29 reviewed Petitioner’s responses to the OUCC’s and Intervenors’ DRs. I examined
30 pertinent sections of Title 8 of the Indiana Code and Title 170 of the Indiana

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1 Administrative Code. In addition, I reviewed consumer comments submitted in this
2 Cause and participated in meetings with OUCC staff.

3 **Q: If you do not address a specific topic, issue, or item in your testimony, should**
4 **it be construed to mean you agree with Duke's proposal?**

5 A: No. My silence on any issue should not be construed as an endorsement. Also, my
6 silence in response to any actions or adjustments stated or implied by Petitioner
7 should not be construed as an endorsement.

III. OUCC WITNESSES

8 **Q: Please introduce the OUCC's witnesses in this Cause.**

9 A: The following OUCC witnesses provide testimony on the following issues:

10 **Mr. Mark Garrett** sponsors the OUCC's overall revenue requirement
11 recommendation and testifies regarding revenue requirement adjustments. Mr.
12 Garrett incorporates the impact of the other OUCC witnesses' recommendations in
13 his revenue requirement calculations. Mr. Garrett presents the OUCC's capital
14 structure analysis and recommends a 5.87% weighted average cost of capital
15 ("WACC"), based on Mr. David Garrett's cost of debt and cost of equity
16 recommendations. In addition, he calculates the OUCC's depreciation expense and
17 recommended accumulated depreciation using Mr. David Garrett's proposed
18 depreciation rates. **(Public's Exhibit No. 2)**

19 **Mr. Kaleb Lantrip** addresses Duke's rate case requests regarding the Summer
20 Reliability Adjustment ("SRA") Rider and the Transmission, Distribution, Storage
21 System Improvement Charge ("TDSIC") Rider. In addition, Mr. Lantrip
22 recommends a 75%/25% allocation split for short term non-native bundled
23 sales margins above \$5 million. **(Public's Exhibit No. 3)**

24 **Mr. Brian Latham** addresses Duke's request to track the effect of tax rate changes
25 using regulatory assets and liabilities, proposed card convenience fee ("card fee")
26 elimination, and its proposed recovery of its restructuring cost. **(Public's Exhibit**
27 **No. 4)**

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1 **Ms. Cynthia Armstrong** addresses environmental compliance costs Duke is
2 seeking approval to recover in this proceeding, including, past and future Coal
3 Combustion Residuals (“CCR”) closure costs, proposed recovery of previously
4 disallowed CCR closure costs in Cause No. 45253 S1 through traditional
5 depreciation accounting, and Duke’s estimate of future closure costs and its
6 inclusion of those costs in estimated decommissioning costs for its generating
7 plants. In addition, Ms. Armstrong addresses Duke’s proposal to credit ratepayers
8 with proceeds from recent insurance settlements and Duke’s ongoing capital and
9 operations & maintenance (“O&M”) costs related to environmental compliance.
10 Finally, she discusses Duke’s proposed changes in the source and treatment of
11 Renewable Energy Credits (“RECs”) for its GoGreen program. **(Public’s Exhibit**
12 **No. 5)**

13 **Mr. Brian Wright** discusses Duke’s proposed front end engineering design
14 (“FEED”) study on the feasibility of CCS at the Edwardsport Generating Station
15 (“Edwardsport”) and associated request for recovery. Mr. Wright discusses whether
16 the Edwardsport CCS system is necessary under the Environmental Protection
17 Agency’s (“EPA”) new greenhouse gas guidelines for fossil fuel-fired power
18 plants. Mr. Wright recommends the Commission reject Duke’s request to defer and
19 recover its share of the costs for the FEED study due to the speculative nature of
20 the feasibility and affordability of a CCS system. **(Public’s Exhibit No. 6)**

21 **Ms. Roopali Sanka** analyzes Duke’s reliability metrics and Duke’s proposed
22 transmission and distribution (“T&D”) expense related to Major Event Day
23 (“MED”) storms and recommends a \$6.4 million reduction to pro-forma proposed
24 T&D expense related to MEDs. **(Public’s Exhibit No. 7)**

25 **Mr. David Garrett** presents his analysis of Duke’s requested return on equity of
26 10.5% and recommends an authorized return on equity of 9.00% based on his cost
27 of equity analysis of Duke. Mr. Garrett also presents his analysis of the Company’s
28 depreciation study, and he proposes reasonable adjustments to the Company’s
29 depreciation rates based on his analysis. Mr. Garrett incorporates the impact of
30 other OUCC witnesses’ recommendations in his analysis and recommendations.
31 **(Public’s Exhibits Nos. 8 and 9)**

32 **Mr. John Hanks** addresses Duke’s migration adjustment relating to Time of Use
33 (“TOU”) rate customers, discusses why the Payment Navigator program should be
34 denied, and why sunseting the EZ Read program should not be approved.
35 **(Public’s Exhibit No. 10)**

36 **Dr. David Dismukes** addresses Petitioner’s proposed allocated cost of service
37 study, revenue distribution, rate design, and rate adjustment proposals. He
38 recommends Duke’s current residential and small commercial customer charges
39 remain unchanged. **(Public’s Exhibit No. 11)**

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1 **Customer Comments.** The OUCC is submitting nearly 3,000 written customer
2 comments and petition signatures that were received in this proceeding as **Public's**
3 **Exhibit No. 12.** These include letters from multiple elected officials and local
4 governmental entities within Petitioner's electric service territory.

IV. **FIVE PILLARS**

5 **Q: What are the "Five Pillars" as they relate to electric utility service?**

6 A: The Five Pillars of Electric Utility Service were identified by the Indiana 21st
7 Century Energy Policy Development Task Force and codified at Ind. Code § 8-1-
8 2-0.6. The statute lists the Five Pillars as reliability, affordability, resiliency,
9 stability, and environmental sustainability. The statute does not distinguish or
10 prioritize any particular pillar over another. Therefore, utilities and the Commission
11 should weigh each pillar independently and equally in their decision-making
12 processes.

13 **Q: How does Indiana state policy on the "Five Pillars" apply to Duke's request?**

14 A: The Indiana General Assembly has enacted two separate policy statements
15 regarding utility service in Indiana in recent years. The first policy was passed in
16 2016, recognizing affordability and encouraging investment in necessary
17 infrastructure "while protecting the affordability of utility services for present and
18 future generations of Indiana citizens."² This was codified as Ind. Code § 8-1-2-
19 0.5. The Indiana General Assembly passed an additional policy statement in 2023.
20 Ind. Code § 8-1-2-0.6 requires that decisions concerning Indiana's electric

² Ind. Code § 8-1-2-0.5: The general assembly declares that it is the continuing policy of the state, in cooperation with local governments and other concerned public and private organizations, to use all practicable means and measures, including financial and technical assistance, in a manner calculated to create and maintain conditions under which utilities plan for and invest in infrastructure necessary for operation and maintenance **while protecting the affordability of utility services for present and future generations of Indiana citizens. (emphasis added)**

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1 generation resource mix, energy infrastructure, and electric service ratemaking
2 construction consider reliability, affordability, resiliency, stability, and
3 environmental sustainability, referred to as the “Five Pillars of Electric Utility
4 Service.”

5 **Q: Did Duke address the “Five Pillars” in its testimony?**

6 A: Yes. Duke witness Stan Pinegar discusses the Five Pillars and asserts:

7 The more complete answer, however, is that this case and the relief
8 the Company seeks is driven and guided by what has come to be
9 known as the “Five Pillars.”³

10 The Five Pillars are not merely something that Duke Energy Indiana
11 has “considered” in filing this case; rather, the Five Pillars are the
12 very heart of this case.⁴

13 **Q: Does Mr. Pinegar indicate in his testimony that the three Pillars of reliability,**
14 **resiliency, and stability, are at the core of what a utility is expected to do?**

15 A: Yes. He states that “[t]hese three pillars are the core of what an electric utility is
16 expected to do, which is to plan for and invest so that service interruptions are kept
17 to a minimum both in duration and number.”⁵

18 **Q: Does Mr. Pinegar’s testimony seem to indicate that Affordability is a**
19 **secondary Pillar?**

20 A: Yes. Mr. Pinegar states “Affordability, however, is a relative analysis.”⁶

21 **Q: Should the Commission consider affordability a secondary Pillar to all other**
22 **Pillars?**

23 A: No. The Pillars are each independent and equally important and not mutually
24 inconsistent. Recognizing this, the General Assembly directed the Commission to

³ Petitioner’s Exhibit No. 1, Direct Testimony of Stan C. Pinegar, p. 11, ll. 8-10.

⁴ *Id.*, p. 11, ll. 13-15.

⁵ *Id.*, p. 12, ll. 19-22.

⁶ *Id.*, p. 14, ll. 20-21.

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1 balance them in its decisions. By referring to affordability as a relative analysis,
2 Mr. Pinegar's testimony implies affordability should be viewed in a subordinate
3 manner to the other Pillars. This is contrary to the plain language of the statute.
4 Meaningful consideration of each Pillar, including affordability, is crucial in all
5 utility proceedings to ensure and promote reasonable limits on spending and proper
6 levels of prudence by utilities, as the Commission deliberates and adjudicates the
7 generation resource mix, energy infrastructure, and electric service ratemaking
8 constructs as proposed by the utility.

9 The entire customer bill must be considered throughout the ratemaking
10 process so that the necessary balancing of the Pillars considers all charges in
11 relation to each of the applicable Pillars, including affordability. While preapproved
12 investments may be recoverable as priorities, what Petitioner seeks in this rate case
13 remains subject to adjustments that consider the cumulative impact of all
14 components of revenue (including trackers), pre-approved or not, so the
15 Commission's final order complies with all Five Pillars.

V. AFFORDABILITY

16 **Q: Does the OUCC have concerns about the affordability of Duke's rate request?**

17 A: Yes. These concerns are consistent with the Indiana General Assembly's declared
18 policy.

19 **Q: How must affordability be considered?**

20 A: In Ind. Code § 8-1-2-0.5, the Indiana General Assembly declared it to be the State's
21 policy to recognize the importance of utility service affordability for present and

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1 future generations.⁷ Consistent with this statute, affordability should be protected
2 as utilities invest in the infrastructure necessary for system operations,
3 maintenance, and reliability. While federal environmental regulations have
4 increased certain generation, or generation-related, costs in the last decade, and
5 independent system operator requirements have been added, affordability is an
6 issue that must be considered in balancing all investment decisions to assure
7 approved spending parameters are, and remain, affordable. This makes it all the
8 more important for the Commission to require utilities to demonstrate prudence and
9 responsibility.

10 In recognizing affordability, the Commission is charged with using its
11 expertise to examine all of the numerous technical and legal aspects of ratemaking
12 related to cost recovery, revenue requirements, and accounting treatments, without
13 losing sight of the financial impact on ratepayers, and continuing to provide safe,
14 compliant, and reliable utility systems. The Commission has been given statutory
15 discretion that may be exercised to alleviate financial burdens on ratepayers without
16 affecting the utility's ability to maintain safe and compliant systems and earn a
17 reasonable profit.

⁷ I.C. § 8-1-2-0.5 Operation and maintenance; affordability of utility services (Indiana state policy to promote utility investment in infrastructure while protecting affordability of utility service).

Sec. 0.5. The general assembly declares that it is the continuing policy of the state, in cooperation with local governments and other concerned public and private organizations, to use all practicable means and measures, including financial and technical assistance, in a manner calculated to create and maintain conditions under which utilities plan for and invest in infrastructure necessary for operation and maintenance while protecting the affordability of utility services for present and future generations of Indiana citizens. *As added by P.L.104-2016, SEC.1.*

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1 Consistent with the General Assembly's stated policy, the Commission
2 should only approve necessary and reasonable requests for Duke to provide service
3 at prudent cost and reasonable prices, and the Commission should take steps to
4 moderate the imposition of higher rates, including rates that may unreasonably
5 escalate over time. In recognizing the importance of affordability, measures such
6 as examining cost allocation, prioritizing investment, and spreading cost recovery
7 over longer periods of time can help address the financial impacts upon customers.

8 **Q: Do increasing utility costs and investments continue to place upward pressure**
9 **on customer bills?**

10 A: Yes. Therefore, it is imperative the Commission carefully scrutinize utility requests
11 to approve only what is justified as reasonably necessary, at a prudent cost, and at
12 a level of service quality providing reasonable value to the customer. It is also
13 critical to factor customer affordability into the accounting treatment a utility seeks,
14 the timing of rate increases and project requests, and prioritization of projects and
15 expenses.

16 **Q: Has the Commission addressed affordability in recent orders?**

17 A: Yes. The Commission's most recent order in a contested major rate case was issued
18 on February 14, 2024, approving new base rates and charges for Indiana American
19 Water Company. The Order states:

20 Affordability is always an important consideration for the
21 Commission when establishing just and reasonable rates.
22 Affordability is an ongoing concern for all consumers in the State of
23 Indiana. However, our role in addressing this concern is not to reach
24 a conclusion as to whether the rates approved herein are 'affordable'
25 for each and every customer, particularly given the difficulty in

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1 defining affordability in general and for the many diverse customers
2 and communities Indiana American serves.⁸

3 **Q: Does Duke's proposal to mitigate its ROE request adequately address**
4 **Affordability, as discussed by Mr. Pinegar?**

5 A: Not sufficiently. The 10.80% ROE proposal Duke reduced by 30 basis points for
6 affordability shows Duke's initial ROE proposal does not factor in affordability. In
7 fact, the 10.8% ROE⁹ Duke suggests it could justify is far higher than what any
8 Indiana electric utility has requested in the last three years. I address this issue later
9 in my testimony.

10 **Q: How is Duke's requested ROE of 10.5% misaligned with Commission orders?**

11 A: In recent electric investor-owned utility ("IOU") cases the Commission, in
12 contested cases and settlement agreements, has either authorized, or approved
13 settlement terms permitting, electric IOUs to utilize ROE rates in the range of
14 9.70% to 9.90%.

15 **Q: How does the issue of affordability tie into Duke's current rate request?**

16 A: Duke is requesting an annual revenue increase of \$491.5 million after both phases
17 are implemented.¹⁰ After rates are increased following the Commission's order in
18 this Cause, Duke will continue to implement rider rates that may or may not change
19 rates quarterly, bi-annually, and annually through the FAC Rider, Environmental
20 Compliance Adjustment Rider, Transmission, Distribution, TDSIC Rider, Energy
21 Efficiency Adjustment Rider, Credits Adjustment Rider, Regional Transmission

⁸ *In re Indiana American Water Company*. Cause No. 45870, Final Order p. 105 (Ind. Util. Regul. Comm'n Feb. 14, 2024).

⁹ Pinegar Direct, p. 15, l. 11 – p. 17, l. 11.

¹⁰ Duke Exhibit 26, Schedule RR1, l. 10.

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1 Operator Non-Fuel Costs and Revenue Adjustment Rider, Reliability Adjustment
2 Rider, Federally Mandated Cost Adjustment Rider, and Renewable Energy Project
3 Adjustment Rider. I further discuss the effect of the current riders below in Section
4 IX, "Current Rider Impact."

5 **Q: Does the OUCC have specific overarching concerns about this particular rate**
6 **request?**

7 A: Yes. Individual OUCC witnesses make recommendations regarding specific issues
8 and specific Duke requests. OUCC witnesses and comments received from nearly
9 3,000 ratepayers raise serious concerns about the immediate financial impact of
10 these requests.

11 The Commission is charged with the task of balancing the interests of the
12 utilities with the interests of ratepayers. The OUCC understands the critical need
13 for Indiana to have financially sound utilities that can provide reliable and resilient
14 services at reasonable prices. It is also crucial for the Commission to balance the
15 Five Pillars. Rates have always been set with these core principles in mind and, in
16 the last decade, state policy has been updated to ensure these principles continue.
17 However, the Indiana General Assembly has now also set parameters
18 demonstrating it did not intend for regulated utilities to receive blank checks. The
19 OUCC has presented testimony outlining ways the utilities' requests can be
20 tempered without compromising the Five Pillars.

21 The requested relief in this docket would undoubtedly reduce risks for
22 Petitioner and its shareholders, yet there is no recognition of this reduced risk in a

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1 lower proposed ROE.¹¹ The Commission has an opportunity to review Duke's
2 requests in whole, to say "no" to some, and to limit others while making clear the
3 standards Duke should meet.

VI. RELIABILITY, RESILIENCY, AND STABILITY

4 **Q: Has Duke made investments in its infrastructure in an attempt to improve and**
5 **ensure its reliability, resiliency, and stability?**

6 A: Yes. Reliability, resiliency, and stability are three of the Five Pillars which must be
7 considered. Duke Witnesses Timothy A. Abbott and Harley McCorkle address
8 these issues in their testimony and discuss Duke's two TDSIC plans and how these
9 investments have addressed reliability, resiliency, and stability.¹²

10 **Q: Has Duke implemented two TDSIC plans?**

11 A: Yes. The Commission approved Duke's first TDSIC plan in Cause Number 44720.
12 It was a seven-year plan (2016-2022) at a projected cost of \$1.408 billion.¹³ The
13 Commission approved Duke's second TDSIC plan in Cause Number 45647, and it
14 is a six-year plan (2023–2028) at a projected cost of \$2.14 billion.¹⁴ It is important
15 to note that the TDSIC statute (Ind. Code ch. 8-1-39) allows tracker recovery for

¹¹ See *PSI Energy, Inc.*, 2004 Ind. PUC LEXIS 150, at *145. See also *In re S. Ind. Gas & Elec. Co.*, Cause No. 43839, 289 P.U.R.4th 9 (Apr. 27, 2011), where the Commission denied Vectren's proposed increased ROE. "We do consider the effect tracking mechanisms have in reducing risk in order to ensure that these reduced risks are properly reflected in Vectren South's cost of equity."

¹² Petitioner's Exhibit Nos. 22 and 23, Direct Testimony of Timothy A. Abbott and Harley McCorkle, respectively.

¹³ *In re: Duke Energy Indiana, LLC*, Cause No. 44720 (Ind. Util. Regul. Comm'n June 29, 2016) Order, Attachment: 7-Year Plan and Transmission, Distribution and Storage Improvement Charge ("TDSIC") Settlement Agreement, p. 1.

¹⁴ Cause No. 45647 Direct Testimony of Jeremy K. Lewis, p. 18, ll. 16-19.

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1 80% of these costs and expenses, while allowing the remaining 20% to be deferred
2 and recovered through base rates in the utility’s next base rate case.

3 **Q: Has Duke’s reliability improved over the last five years?**

4 A: As discussed by OUCC witness Sanka, Duke’s SAIFI and SAIDI measures have
5 showed steady improvement during the five-year period 2019 through 2023, except
6 for 2022. Duke’s CAIDI measures improved significantly in 2023. Mr. McCorkle
7 provides a Table (Table 3.a)¹⁵ in his testimony showing Reliability Indices (SAIFI,
8 SAIDI, and CAIDI¹⁶) for the period 2019 through 2023. The Table shows
9 consistent improvement in the SAIDI and SAIFI metrics from 2019 to 2023 except
10 for 2022, where it regressed to its highest level.

Table 3.a

Duke Energy Indiana
T&D Reliability Improvement
2024 Rate Case Filing

	2019	2020	2021	2022	2023
SAIFI	1.07	0.95	0.94	1.16	0.89
SAIDI	140.4	121.0	127.1	160.4	98.0
SAIDI (Vegetation Related)	44.1	34.2	36.0	40.4	23.0
CAIDI	131.7	127.0	135.9	138.5	109.9
CI	903,088	833,043	806,617	1,013,797	790,285
CMI	119,013,169	105,994,868	109,684,636	140,315,343	86,841,290

*Information in the table above excludes MEDs

VII. ENVIRONMENTAL SUSTAINABILITY

11 **Q: What is environmental sustainability?**

12 A: In general, environmental sustainability of electric utility services refers to efforts

¹⁵ McCorkle Direct, p. 10.

¹⁶ SAIFI: System Average Interruption Frequency Index.

SAIDI: System Average Interruption Duration Index.

CAIDI: Customer Average Interruption Duration Index.

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1 to reduce environmental effects of energy production, distribution, transportation,
 2 and utilization on air quality, and water quality. Environmental sustainability
 3 includes the effect of environmental regulations on the cost of providing electric
 4 utility service and the demand from customers for environmentally sustainable
 5 sources of electric generation.¹⁷ Energy systems and resources can maintain current
 6 operations and facilitate the transition to renewable energy or other carbon-neutral
 7 energy without jeopardizing the energy needs or environment for future
 8 generations. Environmental sustainability is included in the Five Pillars.¹⁸

9 **Q: Has Duke retired any coal-fired assets while receiving Commission approval**
 10 **for renewable energy projects?**

11 **A:** Yes. Duke has recently retired Gallagher Units 2 and 4, which were coal-fired
 12 generating units. Duke intends to retire its remaining coal-fired generating units as
 13 follows:¹⁹

Table MDE-1: Generating Units Projected Retirement Dates

Generating Station	Anticipated Retirement Date
Cayuga Unit 1	May 2028
Cayuga Unit 2	May 2029
Gibson Unit 1	2035
Gibson Unit 2	2035
Gibson Unit 3	2031
Gibson Unit 4	2031
Gibson Unit 5	2030
Edwardsport Unit 1	May 2045
Edwardsport Unit 2	May 2045
Edwardsport Steam	May 2045

¹⁷ I.C. § 8-1-2-0.6(5)(A) and (B).

¹⁸ I.C. § 8-1-2-0.6(5).

¹⁹ Petitioner’s Exhibit No. 17, Direct Testimony of William C. Luke, Attachment 17-B (WCL), p. 1.

Confidential Information indicated by [REDACTED]**VIII. CUSTOMER SATISFACTION**

1 **Q: Have you reviewed public and confidential data regarding Duke's customers'**
2 **satisfaction levels?**

3 A: Yes. I reviewed public and confidential J.D. Power Customer Satisfaction surveys
4 regarding Duke. Public J.D. Power information on Overall Residential Customer
5 Satisfaction shows Duke has ranked anywhere from above the segment average
6 (5th) to below the segment average (11th) out of the 16 utilities in the "Midwest
7 Region," "Large Segment" during the last five years (2019-2023).²⁰

8 **Q: What was the focus of the attendees at the Commission's first three public field**
9 **hearings in this Cause?**

10 A: Approximately 350 people attended the three public field hearings (Terre Haute,
11 Bloomington, and Fishers) that were held before the OUCC's pre-filing date, with
12 74 people testifying. A variety of issues were shared and discussed, but consumer
13 comments focused heavily on 1) environmental issues, 2) solar power rates, and 3)
14 the hardships Duke's consumers would face as a result of the Company increasing
15 its rates.

16 **Q: Are you aware of opposition to Petitioner's request from elected officials?**

²⁰ 2019: <https://www.jdpower.com/business/press-releases/2019-electric-utility-residential-customer-satisfaction-study>

2020: <https://www.jdpower.com/business/press-releases/2020-electric-utility-residential-customer-satisfaction-study>

2021: <https://www.jdpower.com/business/press-releases/2021-electric-utility-residential-customer-satisfaction-study>

2022: <https://www.jdpower.com/business/press-releases/2022-electric-utility-residential-customer-satisfaction-study>

2023: <https://www.jdpower.com/business/press-releases/2023-electric-utility-residential-customer-satisfaction-study>

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1 A: Yes. State Senator Shelli Yoder and State Representative Matt Pierce spoke against
2 the proposal and were the first speakers at the Commission's June 20, 2024, public
3 field hearing in Bloomington, Indiana. Elected local government officials also
4 attended and spoke at this field hearing. The OUCC has received written comments
5 from additional elected officials throughout Duke's service territory opposing
6 Petitioner's request and is including these with the consumer comments in Public's
7 Exhibit No. 12.

IX. ADDITIONAL CONCERNS

8 **Q: Does the OUCC have additional concerns about Duke's operations and how**
9 **those concerns should be taken into account in this case?**

10 A: Yes. These concerns include or relate to 1) Duke's proposed ROE; 2) customer
11 satisfaction; 3) excess returns which do not take into account risk mitigation
12 mechanisms and the shifting of risks from utilities to ratepayers, without additional
13 relief or compensatory benefit; and 4) the preapproval process for transmission,
14 distribution, and generation projects.

15 **Q: Earlier, you noted the recent Commission order concerning Indiana American**
16 **Water Company's rates in Cause No. 45870. What did the Commission**
17 **consider in finding a 9.65% ROE was appropriate in that case?**

18 A: The Commission considered the following items in arriving at its ROE finding:
19 a) Observable market data reflected in the record;
20 b) General assessment of the investment risk;
21 c) Understanding the Indiana jurisdiction and its risk mitigation ratemaking
22 mechanisms; and
23 d) The ROE awarded to Indiana's vertically integrated electric utilities outside of
24 settled cases has been trending lower.²¹

²¹ *In re Indiana American Water Company*. Cause No. 45870, Final Order p. 44 (Ind. Util. Regul. Comm'n Feb. 14, 2024).

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1 **Q: What did the Commission find in determining the 9.65% ROE it awarded**
2 **Indiana American Water?**

3 A: Besides considering the overall downward trend in ROEs and general economic
4 factors, the Commission determined it is appropriate to consider the following:

5 Petitioner's specific risk characteristics, such as the mitigation of
6 risk associated with Petitioner's use of regulatory mechanisms,
7 including a forecasted test year in this proceeding and the INAWC
8 approved trackers. In addition to the DSIC and SEI trackers, the
9 Commission also approved in Cause No. 45043, a lead service line
10 replacement program under Ind. Code ch. 8-1-31.6. The effect of
11 these tracking mechanisms is to reduce the uncertainty of the
12 earnings that an investor can expect.²²

13 **Q: Did the Commission make a similar finding in its previous Indiana Michigan**
14 **Power Company rate case Order (Cause No. 44075) dated February 13, 2013?**

15 A: Yes. In its Order in Cause No. 44075, the Commission stated:

16 The general effect of these trackers is to reduce the uncertainty of
17 the earnings that an investor can expect. Petitioner has a number of
18 trackers in place currently, and we have generally continued such
19 trackers in this Cause. We have also considered and approved
20 certain new or revised mechanisms, each of which has the effect of
21 reducing I&M's earnings risk exposure. For example, we have
22 redesigned the OSS Margin Sharing Mechanism to allow I&M to
23 share OSS Margins both above and below the imbedded amount.
24 We have recognized the changing capacity sharing dynamic of the
25 AEP East System by authorizing annual adjustments in the Capacity
26 Tracker. We have addressed the uncertainty of major storm damage
27 restoration expenses through the creation of a reserve account.
28 These steps should reasonably be expected to reduce the uncertainty
29 of earnings available to investors and should enhance Petitioner's
30 ability to earn its authorized ROE. In light of this discussion, we
31 conclude that a slight decrease in Petitioner's ROE from that
32 authorized in its last rate case is appropriate.²³

33 **Q: Do cost trackers and preapprovals shift risk from the utility to its ratepayers?**

²²*Id.*

²³ *In re Indiana Michigan Power Company*. Cause No. 44075, Final Order p. 43 (Ind. Util. Regul. Comm'n Feb. 13, 2013).

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1 A: Yes. Cost trackers shift the risk of increased operating expenses and capital
2 expenditures from utilities to their ratepayers. Cost trackers and preapprovals
3 reduce the effects of regulatory lag which would otherwise incentivize utilities to
4 control costs and evaluate expenditures to assure costs are reasonable and prudent.
5 In traditional ratemaking, base rate cases motivate utilities to control costs between
6 rate cases because the utility bears the risk of higher costs. Overall, cost trackers
7 provide real benefits to utilities and their shareholders by reducing revenue
8 recovery risk and investors' earning uncertainties.

9 **Q: How do utilities benefit from cost trackers and preapprovals?**

10 A: Cost trackers and preapprovals generally reduce a utility's business risk and should
11 result in a lower ROE. These mechanisms remove the incentive for a utility to
12 prudently manage its costs, by minimizing expenses and maximizing revenues,
13 between base rate proceedings. In addition, utilities are incented to move more costs
14 to trackers to seek quicker recovery of other costs.

15 **Q: Can Indiana electric utilities recover costs associated with the TDSIC projects
16 and federally mandated costs between rate cases?**

17 A: Yes. Indiana electric utilities with Commission-approved infrastructure plans may
18 recover 80% of the return on other investments through the TDSIC and Federally
19 Mandated Cost Adjustment ("FMCA") trackers, including associated incremental
20 expenses. The remaining 20% of infrastructure investments not collected through
21 the TDSIC and FMCA mechanisms are statutorily required to be deferred for
22 recovery until a utility's next base rate case.²⁴ The utility is allowed carrying costs

²⁴ I.C. § 8-1-39-9(c)

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1 on the deferred 20% of the TDSIC and FMCA investments, compensating the
 2 utility for the time value of its investments. The TDSIC and FMCA cost recovery
 3 mechanisms are designed to encourage significant investment, reduce regulatory
 4 lag, and contribute to a utility's overall reduction in risk for which it would
 5 otherwise need to be compensated.

6 **Q: Does Table MDE-2 show revenue increases and authorized ROEs for Indiana**
 7 **electric utilities that were either agreed to in settlement or ordered by the**
 8 **Commission?**

9 A: Yes. Table MDE-2 shows the revenue increase and authorized ROE for Indiana
 10 electric utilities agreed to in settlement or ordered by the Commission.

Table MDE-2: Recent and Current Electric Base Rate Cases

Utility Name	Cause #	Petition Date	Order Date	Revenue Increase/(Decrease)	Approved Ordered ROE
AES Indiana	44576	Dec. 29, 2014	Mar. 16, 2016	\$29.6 Million	9.85%
AES Indiana	45029	Dec. 21, 2017	Oct. 31, 2018	\$43.9 Million	9.99%
AES Indiana	45911	June 28, 2023	Apr. 17, 2024	\$72.9 Million	9.90%
CenterPoint Energy	45990	Dec. 5, 2023	Pending	Initial utility request: \$118.8 Million	Initial Request: 10.40 %
Duke Energy	45253	July 2, 2019	June 29, 2020	\$145.9 Million	9.70%
Indiana Michigan	44075	Sept. 23, 2011	Feb. 13, 2013	\$85.0 Million	10.2%
Indiana Michigan	45235	May 14, 2019	Mar. 11, 2020	\$84.1 Million	9.70%
Indiana Michigan	45576	July 1, 2021	Feb. 22, 2022	(\$4.7 Million)	9.70%
Indiana Michigan	45933	Aug. 9, 2023	May 8, 2024	\$56.9 Million	9.85%
NIPSCO	45159	Oct. 31, 2018	Dec. 4, 2019	\$43.6 Million	9.75%
NIPSCO	45772	Sept. 19,	Aug. 2,	\$291.8 Million	9.80%

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		2022	2023		
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X. OVERVIEW OF DUKE’S CASE-IN-CHIEF AND OUCC REVENUE REQUIREMENTS

1 **Q: Please summarize the OUCC’s findings regarding Petitioner’s revenue**
 2 **requirement.**

3 **A:** As stated above, Duke requests a \$491.5 million rate increase. By comparison, the
 4 OUCC’s analysis shows that an increase of \$184.6 million²⁵ is supported by the
 5 evidence in this case.

6 **Q: Please summarize your recommendations regarding a return on rate base.**

7 **A:** The OUCC’s revenue requirements are based on an original cost rate base of
 8 \$12,600,376²⁶. However, the rate base will ultimately be updated to reflect actual
 9 rate base on December 31, 2025, subject to a cap not to exceed the lesser of the rate
 10 base forecast in Petitioner’s case-in-chief or the forecasted rate base amount
 11 approved in the Commission’s Order. The OUCC recommends the Commission
 12 grant the parties in this Cause at least sixty (60) days to review Petitioner’s updated
 13 rate base and capital structure presented in a compliance filing containing all
 14 pertinent documentation supporting the updated rate base. The OUCC’s
 15 recommended WACC is 5.87,²⁷ with a 9.00% ROE.

XI. OUCC REVENUE REQUIREMENT ANALYSIS

16 **Q: Please provide an overview of the OUCC’s process to evaluate Duke’s revenue**
 17 **requirements.**

²⁵ Direct Testimony of Mark Garrett, Exhibit MEG-2.

²⁶ Direct Testimony of Mark Garrett, Exhibit MEG-2.3.

²⁷ Direct Testimony of Mark Garrett, Schedule MG-2.1.

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1 A: As an IOU, Duke's rates and charges are regulated under Ind. Code § 8-1-2-1, *et*
2 *seq.* The OUCC reviewed the operating revenues, operating expenses, rate base
3 figures, capital structure, and net operating income from Duke's historic base
4 period year ending August 31, 2023, against the same from its forecasted Test Year
5 (2025). Adjustments to the forecasted test year revenue and expense data were
6 generally made to reflect changes that will be and are projected to occur by the end
7 of the forecasted 2025 Test Year. The OUCC also adjusted Petitioner's forecasted
8 rate base and proposed rate of return used in calculating return on rate base.

9 In developing its recommendations, the OUCC analyzed Duke's case-in-
10 chief, including its testimony, exhibits, accounting schedules, attachments, and
11 workpapers. OUCC staff and expert witnesses issued data requests and gathered
12 financial information about Duke through discovery. OUCC staff members
13 participated in conference calls with Duke staff to discuss technical issues. The
14 OUCC facilitated consumer participation in the public field hearings in this Cause
15 and reviewed the written public comments included as Public's Exhibit No. 12.

XII. RIDER REQUESTS

16 **Q: Does Duke propose changing any of its current riders and/or adding a new**
17 **rider?**

18 A: Yes. Currently, Duke has nine established riders and is proposing the following for
19 each of its riders, respectively:

Fuel Cost Adjustment Rider ("FAC") (Rider 60)

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1 **Q: How is Duke proposing to change its FAC?**

2 A: Duke is proposing to update the base cost of fuel that will be established in this
3 base rate case. In addition, Duke is proposing to build into base rates a
4 representative balance of coal inventory and track the actual inventory balance in
5 the Company's quarterly FAC filings. I discuss both items later in my testimony.

6 **Q: Does the OUCC have any recommendations regarding the FAC?**

7 A: Yes. The current agreement allowing the OUCC and intervenors to file FAC
8 testimony 35 days after Duke files its petition and testimony should be continued.
9 In addition, the Commission should reject Duke's proposal to track fuel inventory
10 through FAC proceedings.

Environmental Compliance Adjustment Rider ("ECR") (Rider 62)

11 **Q: How is Duke proposing to changes its Environmental Cost Rider ("ECR")?**

12 A: Duke is proposing several updates to the ECR regarding the amounts embedded in
13 base rates which are identified in Duke witness Kathryn C. Lilly's testimony.

14 **Q: Does the OUCC address these changes?**

15 A: Yes. Ms. Armstrong provides testimony on these issues.

Energy Efficiency ("EE") Adjustment Rider (Rider 66)

16 **Q: How is Duke proposing to change its EE Rider?**

17 A: Duke is proposing to reset current rates to remove the lost revenue amounts and
18 adjust the revenue conversion factors.

TDSIC Rider (Rider 65)

19 **Q: How is Duke proposing to change its TDSIC Rider?**

20 A: Duke is proposing to update the amount embedded in base rates. Mr. Lantrip
21 discusses the amounts that should be included in base rates.

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Credits Adjustment Rider (“CA”) (Rider 67)

1 **Q: How is Duke proposing to change its CA Rider?**

2 A: Duke is proposing to update the embedded amount in base rates.

**Regional Transmission Operator (“RTO”) Non-Fuel Costs and Revenue
Adjustment Rider (Rider 68)**

3 **Q: How is Duke proposing to change its RTO Rider?**

4 A: Duke is updating the amounts embedded in base rates for the RTO non-fuel costs
5 and transmission revenues to reflect forecasted levels for 2025 but is not proposing
6 any changes to the operation of the RTO Tracker in this proceeding.

Reliability Adjustment Rider (“RA”) (Rider 70)

7 **Q: How is Duke proposing to change its RA Rider?**

8 A: Duke is retaining the sharing mechanism for net margins realized on short-term
9 bundled non-native sales but is proposing to reset the base amount to zero and to
10 share 100% of net margins, up to a \$5 million threshold, with customers. Any
11 positive net margins above that level would be shared 50/50 between customers
12 and shareholders. In addition, Duke is updating the proposed annual base amount
13 for Power Share® bill credits in base rates to zero and proposing to recover actual
14 costs for this program entirely through the RA Rider.

15 **Q: Does the OUCC address these changes?**

16 A: Yes. Mr. Lantrip provides testimony on these issues.

FMCA (Rider 72)

17 **Q: Is Duke proposing any changes to its FMCA Rider?**

18 A: No. While Duke does not have any active FMCA plans or projects within its FMCA
19 Rider, it proposes to keep the Rider open to maintain a mechanism in the event of
20 additional federally mandated compliance requirements, including potential

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1 requirements with respect to cybersecurity. The OUCC does not oppose this
2 request.

Renewable Energy Rider (“RE”) (Rider 73)

3 **Q: How is Duke proposing to change its RE Rider?**

4 A: Duke is proposing several updates to the RE rider regarding the amounts embedded
5 in base rates, which are identified in Duke witness Suzanne Sieferman’s testimony.

6 **Q: Does the OUCC oppose these updates?**

7 A: No.

XIII. STORM DAMAGE AND RESTORATION

8 **Q: Did severe thunderstorms move through Indiana during June 29 through July**
9 **2, 2023 and, if so, did these impact Duke’s service territory?**

10 A: Yes. Duke “monitored weather forecasting services prior to the June 29 storm and
11 issued proactive messages to its customers prior to the storm impacts.”²⁸

12 **Q: Did the “severe” portions of the thunderstorms hit Duke’s service territory?**

13 A: Yes.

14 **Q: Did Duke mobilize a workforce from several different entities to restore**
15 **service or to assist in restoration efforts?**

16 A: Yes. Duke utilized resources from the Great Lakes Mutual Assistance partners,
17 other utilities, and private contractors, as well as its own crews to assist in storm
18 restoration efforts.²⁹

19 **Q: Did Duke and the state’s additional electric investor-owned utilities brief the**
20 **Commission and OUCC regarding the June 29, 2023, storm?**

21 A: Yes. The Commission convened a technical conference with AES Indiana on

²⁸ Attachment MDE-1, Duke Energy Indiana Storm Technical Conference Presentation as requested by the Indiana Utility Regulatory Commission, September 22, 2023.

²⁹ Attachment MDE-1.

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1 October 2, 2023. Separately, the Commission held a Storm Response Meeting on
2 September 22, 2023, with the four other Indiana electric IOUs, including Duke.
3 Attachment MDE-1 is a copy of Duke's presentation to the Commission.

4 **Q: Did you observe all five IOU presentations in person?**

5 A: Yes.

6 **Q: What were you expecting to learn from the five utilities' presentations on**
7 **storm response?**

8 A: I focused on whether the utilities:

- 9 1) Requested additional assistance from other storm restoration services;
10 2) Properly notified customers during and after the storm on a timely basis through
11 appropriate communication methods; and
12 3) Provided sufficient and accurate information to the Commission and the OUCC
13 regarding the storm impact.

14 **Q. Based on all the utilities' presentations, do you have any recommendations**
15 **about customer notifications and Commission reporting?**

16 A. Yes. I recommend all the utilities review their practices for warning customers of
17 potential weather events and the outages that may result. If these reviews provide
18 evidence of a need for more notice and/or more specific notices, its customer
19 communications plans should be updated accordingly. As to Commission reporting
20 on major storm events, I recommend lowering the 5,000-customer outage threshold
21 level to a 1,000-customer outage threshold level, as AES Indiana suggested at its
22 October 2, 2023, technical conference. I also recommend the Commission require
23 reporting until the last affected customer is reconnected. This will facilitate more
24 accurate and comprehensive evaluation of future storm events by the Commission
25 and the OUCC. In addition, if there are multiple storms within an event, the reports
26 from all five IOUs should include information about all these storms within the

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1 reporting period/event. The OUCC recommends a separate continuing report for
2 each event so the Commission and the OUCC can accurately determine the duration
3 of each outage. Also, the utilities should state in their reports whether they
4 requested and/or received mutual assistance and explain the reasons why they did
5 or did not receive assistance.

XIV. RATE IMPLEMENTATION

6 **Q: Did the Commission recently issue an order addressing the effective date of**
7 **approved rate changes?**

8 A: Yes. In Cause No. 45772, the most recent electric rate case for Northern Indiana
9 Public Service Company, LLC (“NIPSCO”), the NIPSCO Industrial Group and the
10 OUCC filed a motion requesting the Commission require NIPSCO to apply its new
11 rates and charges on a prospective basis for service rendered from the effective date
12 of the new rates, rather than to bills it issued from and after the effective date. The
13 Commission granted the motion on October 11, 2023, finding that “neither the
14 Settlement Agreement nor the August Order approving that Settlement Agreement
15 authorized NIPSCO to implement the new rates on a bills-rendered basis, as
16 opposed to on a consumption basis.” (Cause No. 45772, Order of the Commission
17 on Motion to Enforce at 2 (Oct. 11, 2023).)

18 **Q: Should Duke also implement the rates approved in this Cause on a prospective**
19 **basis to service rendered after the rates become effective?**

20 A: Yes. Duke’s Petition is silent on this specific issue.³⁰ The OUCC requests the

³⁰ Duke witness Christa L. Graft testifies regarding the mechanics of the proposed rate implementation, but the Petition does not set forth those mechanisms, including that rates approved through the Order in this Cause are implemented on a services rendered basis, or other mechanism achieving that result. Petitioner’s Exhibit No. 3, Direct Testimony of Christa L. Graft, p 15, l. 9 – p. 16, l. 5.

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1 Commission find that any rate change approved for a jurisdictional utility only
2 apply on the basis of service rendered on or after the effective date of the rate
3 change, and not to bills issued after the effective date because these may include
4 service provided before the effective date.

XV. COAL INVENTORY LEVEL (TONS)

5 **Q: Does the OUCC agree with Duke’s proposed coal inventory level of 45 days?**

6 **A:** Yes. A reasonable amount of coal supply inventory must be maintained and
7 reflected in base rates. Duke is allowed to earn a return on its coal inventory, which
8 is different than the fuel costs recovered through the FAC. Duke’s coal inventory
9 has increased since January 2022. Petitioner’s coal inventory at the beginning of
10 the test year (September 1, 2022) was 1,981,034 tons³¹ and at the end of the test
11 year (August 31, 2023) its coal inventory had increased to 3,165,695.³²

12 **Q: Was the average monthly coal inventory (days) for 2023 higher than the**
13 **average monthly levels in 2021 and 2022?**

14 **A:** Yes. These monthly averages were as follows:³³

TABLE – MDE-3

Month	2021	2022	2023	2024
January	3,324,146	1,856,258	2,595,199	3,182,318
February	2,740,955	1,727,549	2,699,168	3,425,700
March	2,732,008	1,932,194	2,978,994	
April	2,736,182	2,073,592	3,189,395	
May	2,655,615	2,128,469	3,261,151	
June	2,294,261	2,038,627	3,253,900	

³¹ Cause No.38707 FAC 140, Direct Testimony of Michael Eckert, p. 5.

³² *Id.*

³³ *Id.*

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July	1,324,997	1,863,357	3,201,845	
August	970,858	1,829,810	3,165,695	
September	1,208,424	1,981,034	3,328,847	
October	1,496,386	2,193,158	3,283,868	
November	1,665,175	2,276,095	3,415,773	
December	1,946,528	2,266,510	3,493,064	
Total	25,095,535	24,166,653	37,866,899	6,608,018
Average	2,091,295	2,013,888	3,155,575	3,304,009

1 **Q: Has Duke struggled to maintain its coal inventory level effectively and**
2 **efficiently with respect to the quantity it has on hand?**

3 A: Yes. As the table above shows, Duke has struggled to maintain its coal inventory
4 effectively or efficiently at an appropriate level, as approved in Petitioner’s last rate
5 case. The table shows Duke had excessive coal inventory during most of 2023,
6 which imposes an additional and unnecessary cost on ratepayers.

XVI. FUEL COST

7 **Q: Does the OUC accept Duke’s requested base cost of fuel?**

8 A: No. Duke is requesting a base cost of fuel that is too high given current market
9 conditions. Petitioner is proposing a \$0.034378 per kWh base cost of fuel as
10 compared to the \$0.026955 per kWh currently approved base cost of fuel.

11 **Q: Why are Duke’s cost of natural gas and MISO market prices too high?**

12 A: Petitioner used the forecasted cost of natural gas and MISO On-Peak and Off-Peak
13 market prices for 2025 as of October 2, 2023.³⁴ As of June 28, 2024, the forecasted
14 cost of natural gas and MISO On-peak and Off-peak market prices³⁵ for 2025 had

³⁴ Confidential Attachment MDE-2.

³⁵ Confidential Attachment MDE-3.

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1 decreased by approximately [REDACTED] [REDACTED], and [REDACTED], respectively.

2 **Q: Did you apply these percentage decrease to Petitioner's proposed natural gas**
3 **cost and purchased power costs?**

4 A: Yes. I applied the [REDACTED] decrease to Petitioner's proposed natural gas costs, and
5 I applied the [REDACTED] decrease to Purchased power (both on-peak and off-peak). I did
6 not use the off-peak percentage decrease as the Petitioner did not provide the off-
7 peak and on-peak costs separately. Therefore, I applied the on-peak price to both
8 the on-peak and off-peak costs which is more conservative in nature.

9 **Q: Would a fuel adjustment affect Petitioner's earnings?**

10 A: No. While the changes in fuel costs do influence Petitioner's requested \$491.5
11 million revenue increase, they do not influence Duke's earnings level. Fuel costs
12 do not affect earnings because, by law, electric utilities are required to seek
13 recovery of only actual wholesale natural gas costs from customers on a dollar-for-
14 dollar basis, without markup.

15 **Q: What is the current cost of natural gas?**

16 A: According to the July 9, 2024, U.S. Energy Information Administration's Short-
17 Term Energy Outlook, the forecasted costs of natural gas for 2024 and 2025 are
18 \$3.09 (\$ per million Btu) and \$3.42 (\$ per million Btu), respectively.³⁶

19 **Q: What do you recommend regarding Duke's fuel cost?**

20 A: Duke should review its forecasted fuel costs in the rate case and, if there has been
21 a significant change in the cost of the fuel inputs, Duke should recalculate its fuel
22 costs for the new rates. The OUCC's adjustment lowers fuel costs by \$43,249,000.

³⁶ *STEO Current/Previous Forecast Comparisons: U.S. Energy Production and Consumption Summary*, U.S. Energy Association, <https://www.eia.gov/outlooks/steo/pdf/compare.pdf>, retrieved March 11, 2024.

Confidential Information indicated by [REDACTED]**XVII. FUEL INVENTORY TRACKING REQUEST**

1 **Q: Is Duke proposing to track changes in its coal inventory?**

2 A: Yes. Duke is proposing to track changes (increases and decreases) in its coal
3 inventory balances through its quarterly FAC filings. Duke proposes to do
4 so because its coal inventory levels have experienced significant changes as
5 a result of volatility in the energy commodity market pricing environment
6 and due to the inelasticity of the coal supply chain.³⁷

7 **Q: How does Duke propose to do this?**

8 A: Duke's witness Christa Graft testifies this tracking process would calculate
9 the difference between the coal inventory balance at the end of the FAC
10 reconciliation period and the amount of fuel inventory included in base rates
11 in this proceeding. Duke would calculate the revenue requirement
12 associated with the difference by applying the most recently approved rate
13 of return and revenue conversion factor to arrive at the over/under recovery
14 amount. This amount would be divided by the forecasted billed kWh for the
15 forecasted period.³⁸ This calculation is similar in method to the current
16 over/under collection variance calculation performed during every FAC.

³⁷ Petitioner's Exhibit No. 21, Direct Testimony of John A. Verderame, p. 20, ll. 3-13.

³⁸ Direct Testimony of Christa L. Graft, p. 39, ll. 12-20.

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1 **Q: Does the OUCC agree with Duke's proposal to track return on fuel**
2 **inventory?**

3 A: No. Return on fuel inventory is not a cost required or incurred to acquire, maintain,
4 and prudently manage Duke's inventory.

5 **Q: Is the return component a trackable cost through the FAC?**

6 A: No. Duke follows the Commission's accounting rules, which incorporate the
7 Federal Energy Regulatory Commission's ("FERC") Uniform System of Accounts
8 ("USoA"). Fuel costs are recorded in FERC account 501. As far back as 1976, the
9 Commission explained that costs allowed by account 151 (which includes those
10 recorded to account 501) constitute fuel costs that are proper for recovery through
11 FAC proceedings.

12 **Q: Does Ind. Code § 8-1-2-42 discussing a return on equity for fuel costs provide**
13 **for a return on fuel inventory?**

14 A: Ind. Code § 8-1-2-42 only discusses fuel costs. Return on fuel inventory is not a
15 fuel cost and does not result in the generation of electricity. Therefore, these costs
16 do not meet the requirements of Ind. Code § 8-1-2-42, which states:

17 When such application is filed the petitioning utility shall show to
18 the commission its cost of fuel to generate electricity and the cost of
19 fuel included in the cost of purchased electricity, for the period
20 between its last order from the commission approving fuel costs in
21 its basic rates and the latest month for which actual fuel costs are
22 available.

23 **Q: Does Account 151 (Fuel Stock) identify a return on fuel inventory as an**
24 **allowable fuel cost?**

25 A: No. The Code of Federal Regulations states that account 151, Fuel Stock, includes
26 the following:

- 27 1. The invoice price of fuel less any cash or other discounts.
28 2. Freight switching, demurrage and other transportation charges.

Confidential Information indicated by [REDACTED]

1 3. Excise taxes, purchasing agents’ commissions, insurance and other
2 expenses directly assignable to the cost of fuel.

3 4. Operating, maintenance and depreciation expenses and ad valorem
4 taxes on utility-owned transportation equipment used to transport fuel
5 from the point of acquisition to the unloading point.

6 5. Lease or rental costs of transportation equipment used to transport fuel
7 from the point of acquisition to the unloading point.

8 **Q: Why is Duke proposing to track its coal inventory balance in its FAC filings?**

9 A: Duke states its proposal attempts to manage its coal resupply risk and ensures Duke
10 has adequate on-site coal inventories during periods of supply disruption to
11 maintain reliable and economic generation for its customers.³⁹ Since the last rate
12 case proceeding, Duke’s coal inventory has ranged from a low of 885,433 tons (17
13 days of coal supply at a full load burn rate of 51,490 tons per day) in August of
14 2021 to a high of 3,255,514 tons (63 days of coal supply at a full load burn rate of
15 51,490 tons per day) in December of 2023. Duke witness John Verderame testifies
16 these changes in inventory were not the result of any change in Duke’s coal
17 procurement practices.

18 **Q: Does the OUCC agree that the inventory issue is not a result of Duke’s**
19 **coal procurement practices?**

20 A: No. The Table below demonstrates that Duke has over-forecasted its coal burns for
21 six straight years. In fact, Duke switched production cost modeling methodologies
22 (deterministic to stochastic) in April 2023 as a way to achieve a better forecast.

TABLE MDE-4

Year	Approximate Actual Burns	Forecasted and Approximate Forecast Burns
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³⁹ Petitioner’s Exhibit No. 21, Direct Testimony of John A. Verderame, p. 19, l. 20 – p. -20, l. 2.

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2019	9,000,000	12,972,453
2020	9,000,000	10,423,786
2021	8,000,000	9,308,9009
2022	8,000,000	9,929,866
2023	7,000,000	9,194,993
2024	9,239,592	10,000,000
2025		10,000,000
2026		9,000,000
2027		8,500,000
2028		6,750,000

1 **Q: Does Duke’s proposed inventory balancing mechanism shift the risk of**
2 **managing its coal inventory pile from shareholders to ratepayers?**

3 A: Yes. Duke’s proposed coal inventory tracking method will shift risks from
4 shareholders to ratepayers.

5 **Q: What does the OUCC recommend regarding Duke’s request to recover a**
6 **return on fuel inventory as fuel costs?**

7 A: The OUCC recommends the Commission deny Duke’s request to recover a return
8 on fuel inventory through its FAC proceedings. A return on fuel inventory is not a
9 fuel cost that Duke incurs to generate electricity. In an FAC application, “the
10 petitioning utility shall show to the commission its cost of fuel to generate
11 electricity and the cost included in the cost of purchased electricity[.]” I.C. § 8-1-
12 2-42(d). The return on fuel inventory is not a cost incurred to purchase fuel or to
13 generate electricity, and these costs do not meet the requirements of I.C. § 8-1-2-
14 42.

Confidential Information indicated by [REDACTED]

1 **Q: Does the OUCC object to the amount of fuel inventory (coal) Duke is proposing**
2 **to build into its base rates?**

3 A: No. Duke is proposing to build into its base rates a coal inventory balance of
4 approximately 2,333,474 tons or 45 days full load burn at a rate of 51,490 tons per
5 day.

XVIII. COVID-19 EXPENSES

6 **Q: What is Duke requesting regarding recovery of COVID-19 expenses?**

7 A: Duke requests recovery of costs the Commission authorized in its June 29, 2020,
8 order in Cause No. 45380. The order permits utilities to use regulatory accounting
9 for O&M expenses, convenience fees, late fees, utility disconnections, and
10 uncollectable and incremental bad debt expense relating to the COVID-19
11 pandemic. Duke deferred \$4.844 million of COVID-19 expense and amortized it
12 over three years, which is shown on Petitioner's Exhibit-26: Attachment 26-C:
13 Revenue Requirements, Depreciation Expense, Workpaper DA3 Line 5, Column
14 A. The total of Duke's deferred COVID-19 costs were calculated from March 2020
15 through March 2022, shown on Petitioner's Response to OUCC DR 25-2.

16 **Q: Do you agree with Duke's Covid 19 amortization period?**

17 A: No. Duke requested to amortize the deferred expense over three years, for a
18 \$1,615,000 increase in amortization expense. As I discuss below, I do not agree
19 with Duke's proposed amortization period.

20 **Q: Do you agree with the Duke's calculation of deferred COVID-19 costs?**

21 A: No. The Commission's June 29, 2020, Phase I and Interim Emergency Order
22 provided Indiana jurisdictional utilities with the following authority:

23 All jurisdictional Indiana utilities are authorized to use regulatory
24 accounting for COVID-19 related impacts directly associated with

Confidential Information indicated by [REDACTED]

1 any prohibition on utility disconnections, collection of certain utility
2 fees (i.e., late fees, convenience fees, deposits, and reconnection fees)
3 and the use of expanded payment arrangement, as well as COVID-
4 19 related uncollectable and incremental bad debt expense.⁴⁰

5 The utility disconnection moratorium, which was not renewed by the
6 Commission's August 12, 2020, Second Interim Emergency Order, lapsed on
7 August 14, 2020. The Commission's August 12, 2020, Order extended the waiver
8 of certain utility fees and charges for another 60 days while also permitting
9 continued regulatory accounting treatment of these deferred costs "consistent with
10 our findings in the Emergency Order."⁴¹

11 Based on a 60-day extension from the date of the Commission's Second
12 Interim Emergency Order on August 12, 2020, Indiana's jurisdictional utilities
13 were granted regulatory accounting treatment for eligible COVID-19 related costs
14 until October 12, 2020.

15 **Q: Did Duke cease deferring incremental bad debt expense on October 12, 2020?**

16 A: No. The regulatory accounting authority the Commission provided expired on
17 October 12, 2020, and Duke continued deferring COVID-19 expenses through
18 March 2022.

19 **Q: Do you agree with Duke's deferred COVID-19 cost amortization period?**

20 A: No, I do not agree with Duke's proposed three-year amortization period. Looking
21 at the date of Petitioner's most recent rate order, the Commission issued its Cause
22 No. 45253 order on June 29, 2020, which means there will be at least four years

⁴⁰ *In re Commission Investigation into COVID-19 Impacts*. Cause No. 45380, Interim Emergency Order pp. 9-10 (Ind. Util. Regul. Comm'n June 29, 2020).

⁴¹ *In re Commission Investigation into COVID-19 Impacts*. Cause No. 45380, Second Interim Emergency Order pp. 3-4 (Ind. Util. Regul. Comm'n Aug. 12, 2020).

Confidential Information indicated by [REDACTED]

1 between Duke's most recent order and the order in this case. I discuss the
2 amortization period(s) in section XIX, below. The final order in this Cause No.
3 46038 should be approved during the first quarter of 2025.

4 **Q: How should Duke's incremental COVID-19 expenses be calculated for**
5 **purposes of recovery in rates?**

6 A: Duke's deferred incremental COVID-19 expense calculation should conform with
7 the precise period of the Commission's accounting authority from Cause No.
8 45380. This period began on March 19, 2020, when Governor Holcomb issued
9 Executive Order 20-05 declaring utility service an essential service that could not
10 be disconnected during the COVID-19 public health emergency, until 60 days from
11 the date of the Commission's August 12, 2020, Second Interim Emergency Order;
12 October 11, 2020. My calculation results in \$2,162,765 incremental COVID-19
13 expenses for the moratorium period. Amortizing this amount over four years will
14 result in \$540,691 in annual recovery of COVID-19 expense versus the \$1,615,000,
15 annual amortization expense Duke calculated. This results in a \$1,074,308 decrease
16 in the annual amortization of COVID-19 expense in this Cause.

XIX. REGULATORY ASSETS AND AMORTIZATION RATES

17 **Q: Do you have any other concerns regarding the regulatory assets listed on**
18 **Petitioner's Exhibit 26, WP DA3 – Prop RA Amort Exp?**

19 A: Yes. WP DA3 – Prop RA Amort Exp details numerous regulatory assets and
20 Petitioner's requested amortization periods. The total of all regulatory assets at the
21 end of the test year December 31, 2025, is approximately \$572.196 million. There
22 are different amortization periods for each individual regulatory asset. The
23 regulatory asset amortization periods vary, as some are: 1) over the life of the actual

Confidential Information indicated by [REDACTED]

1 asset; 2) approved through settlements or Commission Order; or 3) requested in
2 this proceeding. I will address those regulatory assets that are being requested in
3 this proceeding.

4 **Q: What is the requested amortization period for these items?**

5 A: Petitioner proposes to amortize these regulatory assets over three years. As I
6 explained above, the period between Petitioner's previous base rate order and the
7 order in this proceeding will be over four years. For this reason, I recommend each
8 regulatory asset listed in Table MDE-5 below be changed from a three-year
9 amortization period to a four-year amortization period:

Table MDE-5: Duke WP DA3 – Prop RA Amort Exp - Regulatory Assets

Expense Related Regulatory Asset	Pro-Forma Balance	Amortization Period (Years)	Annual Amortization
182589-COVID-19 Deferral	\$2,162,765	4	\$540,691
182964-Retired Plant (Gallagher M&S)	7,612,000	4	1,903,000
182614-Plan Dev Def Costs 316b-20%	573,000	4	143,000
182616-Purdue CHP plant Deferred O&M	3,735,000	4	934,000
182369-DEI 2025 Rate Case	145,000	4	36,000
Total	\$14,227,765		\$3,556,691
Petitioner Proposal			5,636,000
Adjustment			\$2,079,309

10 With this adjustment, Duke's amortization expense is reduced from \$5.63 million
11 to \$3.56 million.

XX. O&M INVENTORY

Confidential Information indicated by [REDACTED]

1 **Q: What concerns have you identified with Duke's inventory?**

2 A: I have identified costs of inventory that should be removed from Duke's proposed
3 rates. Duke is proposing ratepayers pay a return on \$7.6 million for "unmonetized,"
4 or obsolete, inventory remaining after the closing of Gallagher Station. Duke is
5 requesting this amount be established as a regulatory asset in rates.⁴²

6 **Q: Why do you consider "unmonetized" value obsolete inventory?**

7 A: Inventory is managed based on costs, lead-times and usage. When usage is expected
8 to decline, inventory management techniques prescribe that safety stock should be
9 decreased. Obsolete inventory often results from excess inventory that eventually
10 cannot be used. When inventory is very obsolete, it can no longer be sold or
11 monetized - it must be written off and disposed of.

12 **Q: What is your recommendation regarding the \$7.6 million in "unmonetized"**
13 **inventory?**

14 A: I recommend the Commission deny Duke's request to place this amount into a
15 regulatory asset. The \$7.6 million in "unmonetized" inventory was included in rate
16 base in Petitioner's last rate case. Petitioner has been earning a return on this
17 amount since its last rate Order and continued to collect this amount from ratepayers
18 after the retirement of Gallagher. Duke has not provided evidence that reasonable
19 inventory management routines were in place prior to it becoming obsolete.⁴³

XXI. AMORTIZATION EXPENSE

20 **Q: What does the OUCC recommend the Commission require Duke to do when**
21 **the amortization period ends?**

⁴² Luke Direct, p. 39, ll. 14-20.

⁴³ Luke Direct, p. 39, ll. 14-17.

Confidential Information indicated by [REDACTED]

1 A: The OUCC recommends the Commission require Duke to reduce its base rates for
2 the amortization of regulatory assets upon the amortization period expiring. Duke
3 has proposed this reduction be done through its credit rider which the OUCC does
4 not oppose.

XXII. RECOMMENDATIONS

5 **Q: What do you recommend in this proceeding?**

6 A: I recommend the Commission:

- 7 1) Reject Petitioner's requested \$491.5 million annual rate increase, and instead
8 limit the increase to \$184.7 million as supported by the OUCC's revenue
9 requirement adjustments and recommendations;
- 10 2) Extend the current agreement allowing the OUCC and intervenors to file FAC
11 testimony 35 days after Duke files its petition and testimony;
- 12 3) Deny Duke's request to place \$7.6 million in "unmonetized" or obsolete
13 inventory into a regulatory asset;
- 14 4) Deny Duke's request to recover a return on fuel inventory through its FAC
15 proceedings; and
- 16 5) Approve the recommendations detailed in the testimony of additional OUCC
17 witnesses.

18 **Q: Does this conclude your testimony?**

19 A: Yes.

Confidential Information indicated by [REDACTED]**APPENDIX A**

1 **Q: Please describe your educational background and experience.**

2 A: I graduated from Purdue University in West Lafayette, Indiana, in December 1986,
3 with a Bachelor of Science Degree, majoring in accounting. I have passed the
4 Certified Public Accountant Exam. Upon graduation, I worked as a Field Auditor
5 with the Audit Bureau of Circulation in Schaumburg, Illinois, until October 1987.
6 In December 1987, I accepted a position as a Staff Accountant with the OUCC. In
7 May 1995, I was promoted to Principal Accountant and in December 1997, I was
8 promoted to Assistant Chief Accountant. As part of the OUCC's reorganization, I
9 accepted the position of Assistant Director of its Telecommunications Division in
10 July 1999. From January 2000 through May 2000, I was the Acting Director of the
11 Telecommunications Division. During an OUCC reorganization, I accepted a
12 position as a Senior Utility Analyst and in September 2017, I was promoted to
13 Assistant Director of the Electric Division. In February 2022, I was promoted to
14 the Director of the Electric Division. As part of my continuing education, I have
15 attended the National Association of Regulatory Utility Commissioners'
16 ("NARUC") two-week seminar in East Lansing, Michigan. I also attended
17 NARUC's Spring 1993 and 1996 seminar on the system of accounts. In addition, I
18 attended several CPA sponsored courses and the Institute of Public Utilities Annual
19 Conference in December 1994 and December 2000.

AFFIRMATION

I affirm, under the penalties for perjury, that the foregoing representations are true.



Michael D. Eckert
Director-Electric Division

Cause No. 46038
DEI, LLC

Date: July 11, 2024



Duke Energy Indiana *Storm Response*

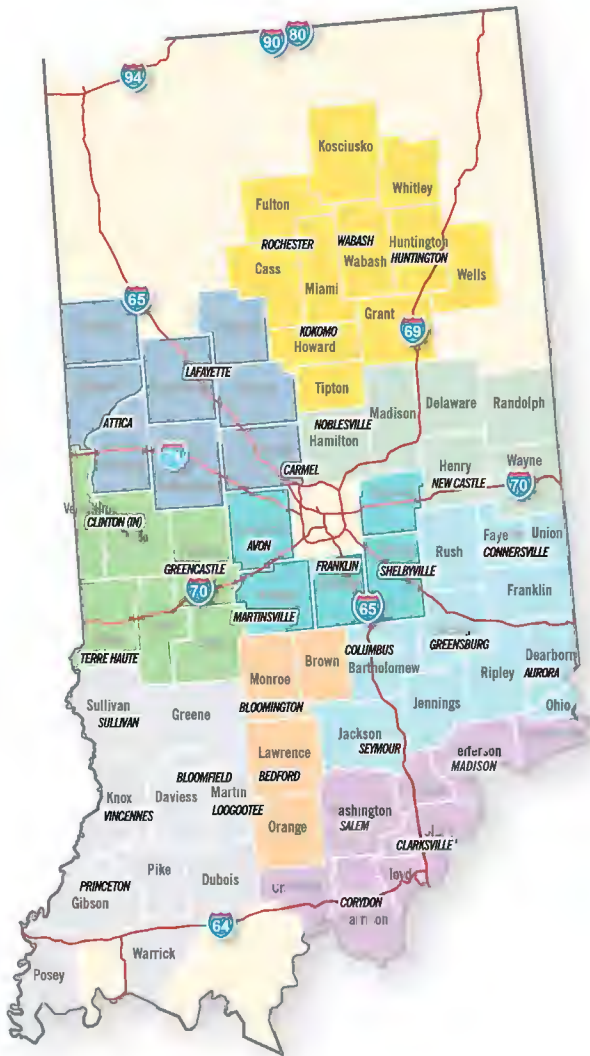
Presented to the
Indiana Utility Regulatory Commission

September 22, 2023

Stan Pinegar - State President Duke Energy Indiana

Donald Broadhurst – Regional Senior Vice-President Customer Delivery

Duke Energy Indiana at a Glance



Largest electric utility
in Indiana

23,000 square-mile
service area, covering
69 of 92 counties

890,000 customers

36,800 miles of
transmission and
distribution lines

32 operation centers and
9 community relations
managers

2,500 Duke Energy
Employees in Indiana

Locations: T&D Operation Centers
Colors: Community Relation Manager Areas

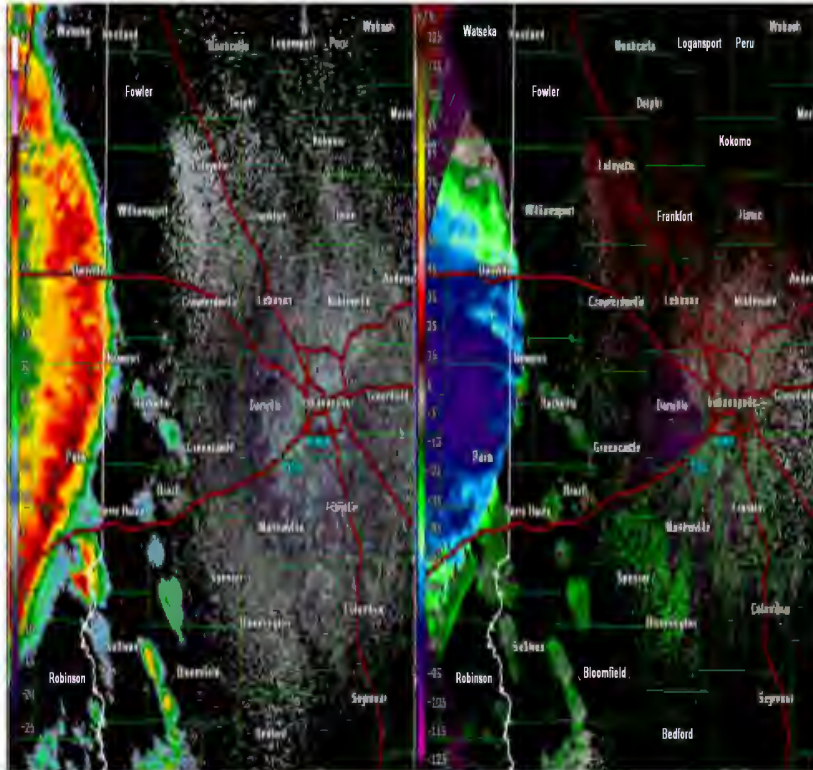
A blue rectangular box containing the text "Summary of Event" in white, bold, sans-serif font. The background of the slide is a photograph of a field with a power line tower in the distance under a cloudy sky.

Summary of Event

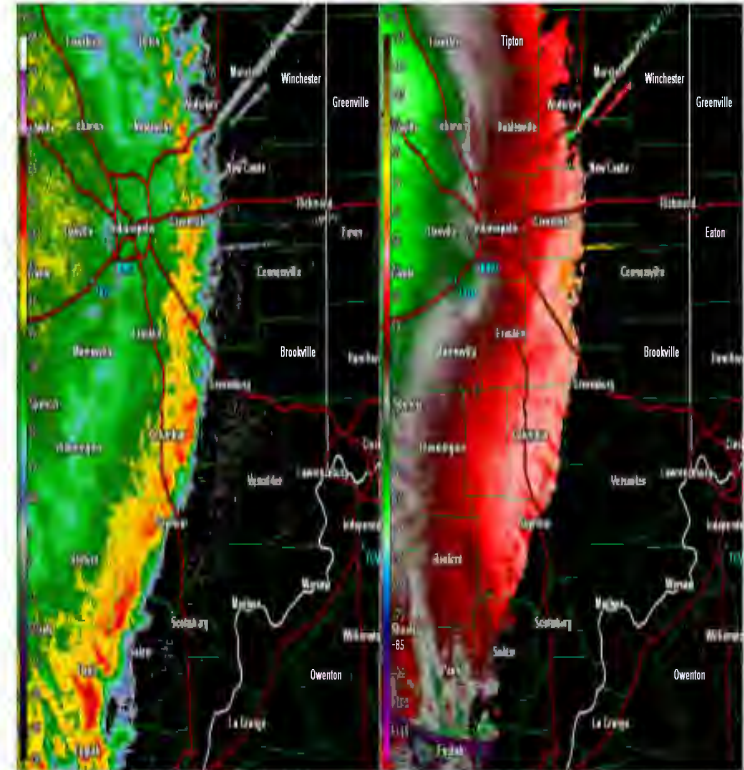
Meteorology Images



Radar/Base Velocity June 29, 2023 2:46 PM EDT



Radar/Base Velocity June 29, 2023 4:20 PM EDT



What is a derecho? A derecho is a widespread, long-lived windstorm that is associated with a band of rapidly moving thunderstorms. If wind damage extends more than 400 miles in length and 60 miles in width, includes wind gusts of at least 58 mph or greater along most of its length (along with several well-separated 75 mph wind gusts reports) then the event is classified as a derecho.

Derecho Storm



- On June 29, 2023, a Bow Echo Derecho passed across the State of Indiana.

- Estimated wind gusts of 80 – 90 mph caused widespread power outages across the state

Historical Storms



Historical Ranking of Midwest Storms Since 2003 (based on Customers impacted)

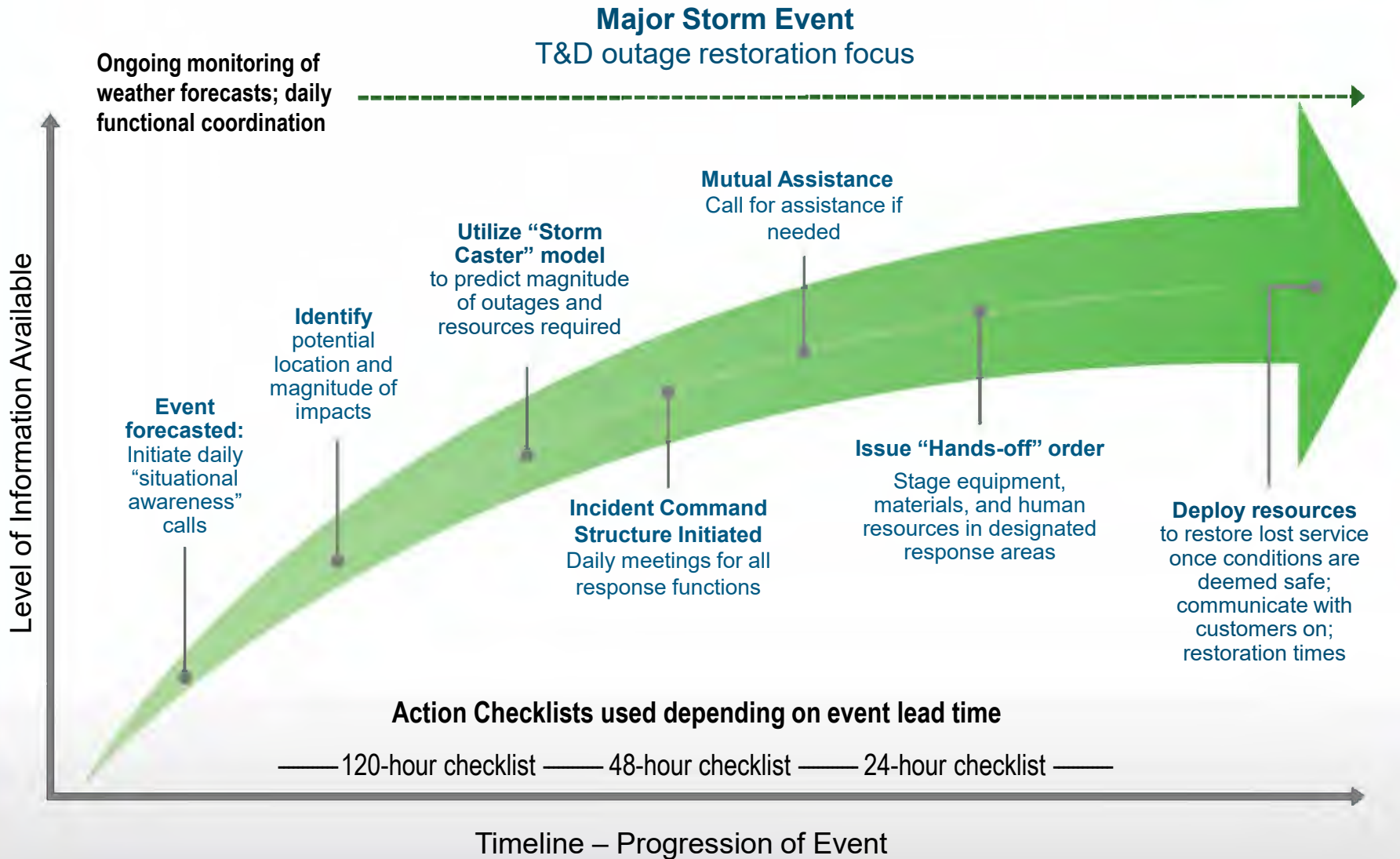
Ranking	Storm Date	IN North		IN South		Indiana Totals		Comments
		Events*	Customers	Events*	Customers	Events*	Customers	
1	9/14/2008	376	28,587	4,164	300,036	4,540	328,623	Hurricane Ike
2	6/29/2023	4,477	160,709	3,606	164,029	8,083	324,738	
3	2/13/2007	139	6,537	508	38,437	647	44,974	
4	11/15/2018	48	4,284	931	84,334	979	88,618	
5	2/11/2009	455	50,551	501	58,747	956	109,298	

***Events** – The number of instances where outages are reported via automated technology from field assets and direct reports from customers.

A utility worker wearing a white hard hat, a yellow safety vest over a tan long-sleeved shirt, and blue jeans. He is holding a tool and standing in front of a white utility truck. The truck has "DUKE ENERGY" and "SAFETY" visible on its side. The background shows green trees and a clear sky.

Proactive Preparation

System Readiness: Event Identification and Response



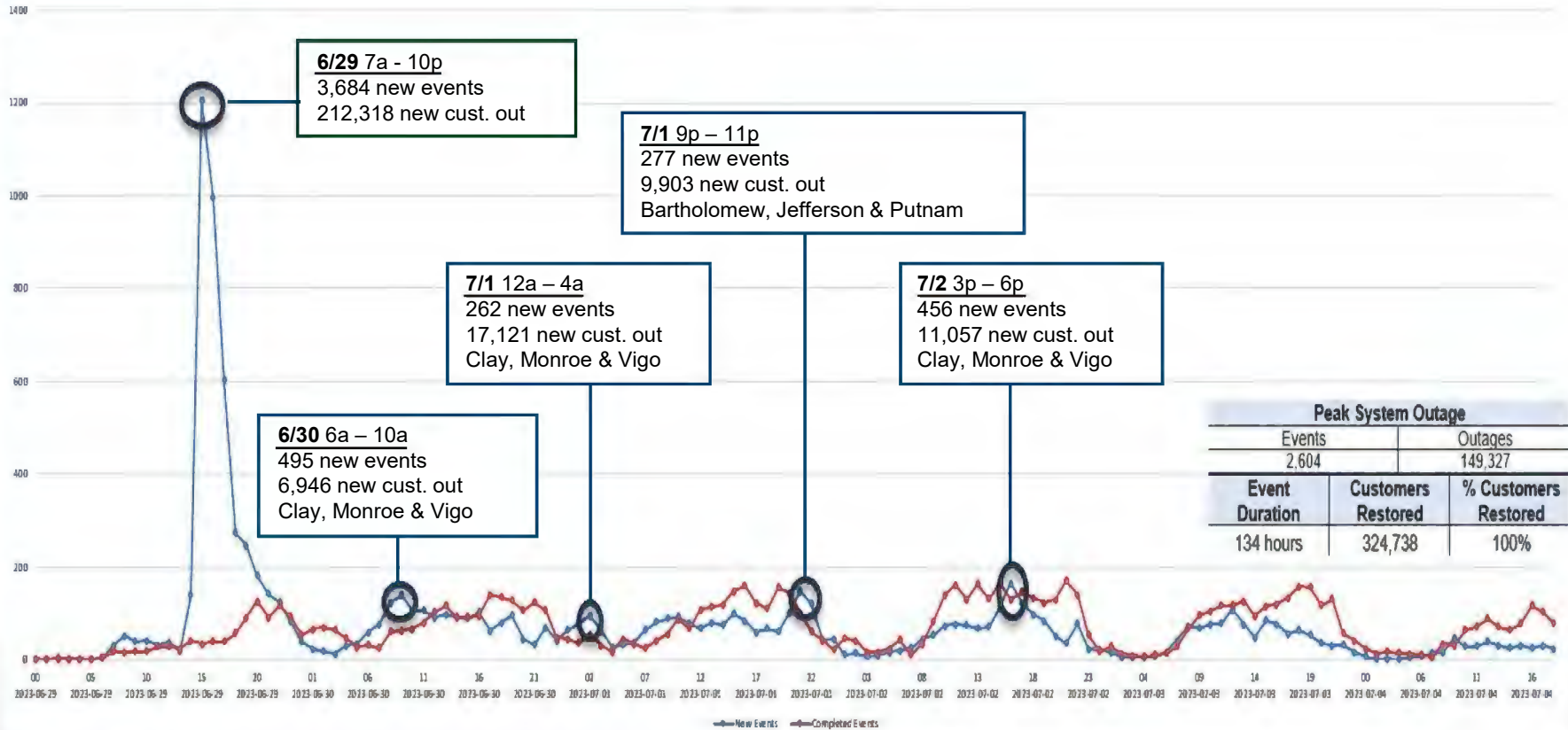


Response to Outages and Impacts



New vs Completed events

Indiana 6/29-7/4
 New vs Completed Events



Peak System Outage		
Events	Outages	
2,604	149,327	
Event Duration	Customers Restored	% Customers Restored
134 hours	324,738	100%

The event duration was approximately 6 days with 5 days being categorized as Major Event Days (MED)

Storm Impact and Response



Widespread damage:

- The widespread nature of this storm, which affected nearly all the 32 Indiana operations centers we serve, as well as a series of new storms moving through the service territory daily made power restoration especially challenging.

Incident Response:

- Incident Management Team activated at the level 3 on 6/29/23 and remained activated throughout the duration of this extensive event

Mobilization:

- Mobilized a workforce of approximately 1,900 distribution resources and 215 transmission resources:
 - Duke Energy Carolinas and Ohio/Kentucky
 - Great Lakes Mutual Assistance partners (ARC American (NIPSCO contractor), ComEd, Danella, Henkels & McCoy, Hydaker Wheatlake, Louisville Gas & Electric/Kentucky Utilities, MJ Electric and The Robert Henry Corporation)



Storm Impact and Response, continued



Safely Executed:

- Safety was top priority throughout restoration
- 0 recordable injuries and 2 minor first aids events

Advanced Technology Assistance:

- Pinged ~17,000 smart meters to validate if power was restored. Through this process, more than 3,000 outage tickets were closed or avoided without rolling a truck.
- Successful self-healing operations related to the event with ~13,000 customer interruptions (CI) saved with ~5 million customer minutes of interruption (CMI) saved as a result of our grid investments





Storm Challenges

Storm Challenges



What challenges did your utility face in the storm restoration process? Did you have concerns with staffing or supply chain limitations?

- The primary challenge for this storm was that fact that we continued to experience additional storms
- There were no staffing or supply chain limitations
- There were challenges with the sheer number of outage tickets
- Estimated Time of Restoration (ETRs) communicated to customers were reset due to multiple days of weather





Communication with Customers

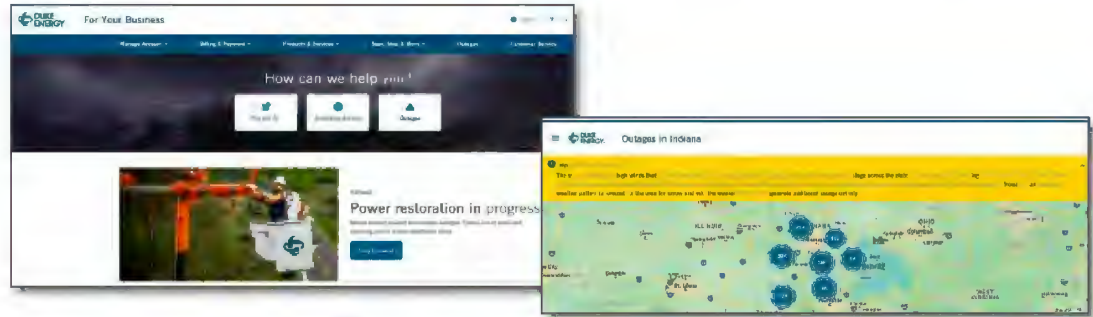
Direct-to-Customer Communications | Overview



Communications began on 6/29 immediately following the derecho impacts & did not conclude until 7/5. Communication Channels include:

Duke Energy Website

- Dedicate storm page at DukeEnergyUpdates.com
- Residential and Business Home Pages
- Outage Map Banner Alerts

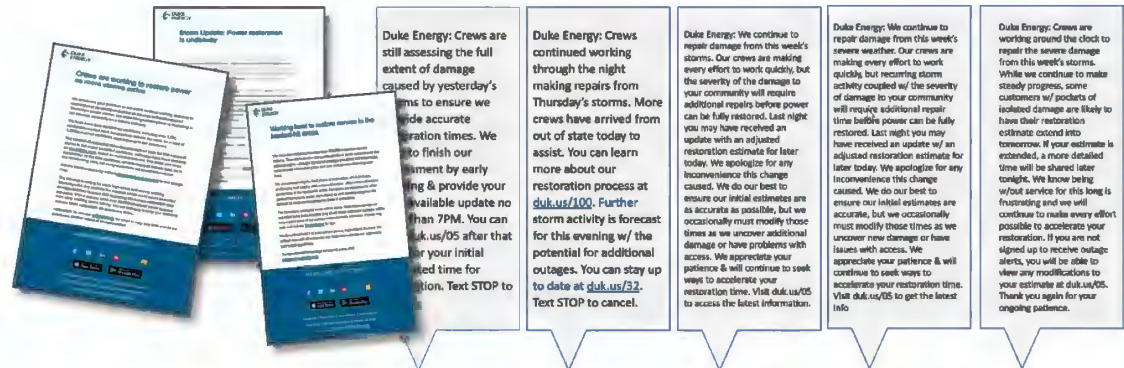


Email

- Series of Restoration Updates
- Thank You

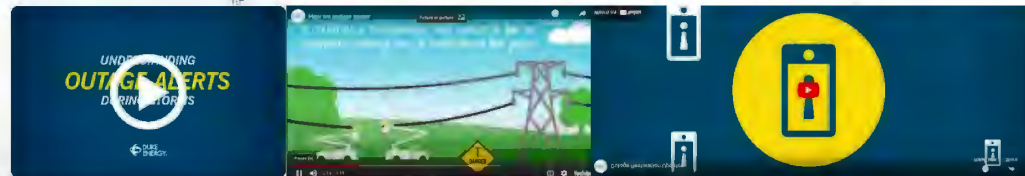
Text & Outbound Calls

- Steady text, call cadence re: restoration progress
- Standard Restoration Updates (Outage Alerts)
- Notifications of Service Order delays



Videos

- How We Restore Power
- Outage Alerts Explained
- Nested Outages (explanation of why power might still be OFF, when notifications suggest work is complete)



Duke Energy Customer Reach



Outbound Emails

- 4 emails sent to ~350,000 customers



Outage Map Views

- 194,000 users of the Duke Energy outage map



Proactive Texts & Calls

- 300,000+ proactive text messages
- 86,000+ outbound calls



Outage Alerts

- 439,000 outage alerts



Inbound Social Media

- ~130 responses to inbound social media messages from customers



Advertising Impressions (2 weeks)

- TV: 257,466
- Radio: 100,284
- Digital: 5,151,755
- Streaming Audio: 50,765
- Print (13 insertions): 73,181

Media & Community Outreach I Overview



Duke Energy's nine community relations managers joined regional Indiana managers joined regional Indiana spokespersons for statewide media outreach. Managers were also a critical link with community leaders and local emergency responders.

Media Outreach

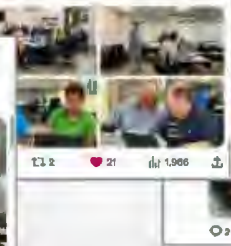
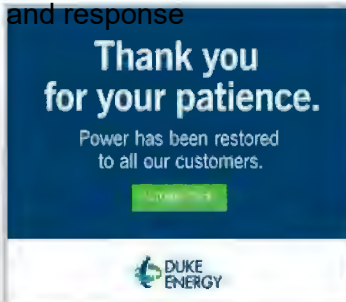
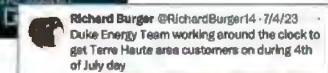
- 6 news releases/media advisories
- 10 Letters to the Editor
- 100 statewide interviews

Post Storm Advertising

- 30-second radio ad campaign
- 30-second TV ad campaign
- 13 post-storm newspaper ads
- Digital "thank you" campaign in 12 impacted counties
- \$170,000 in grants awarded to 7 nonprofit organizations

Social Media

- 52 tweets about storm preparedness and response





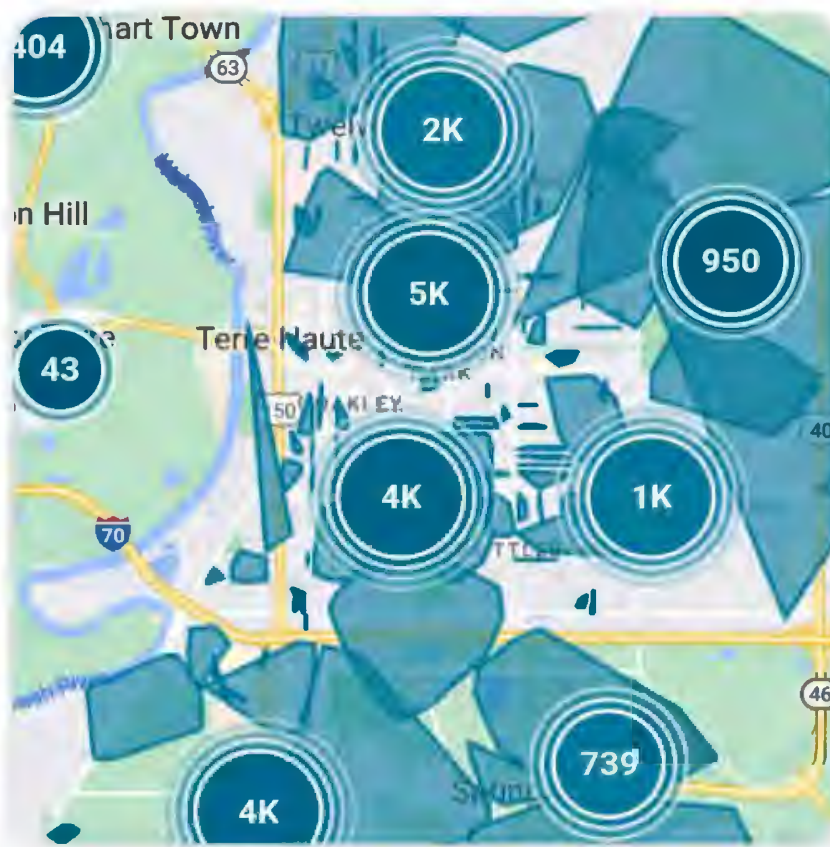
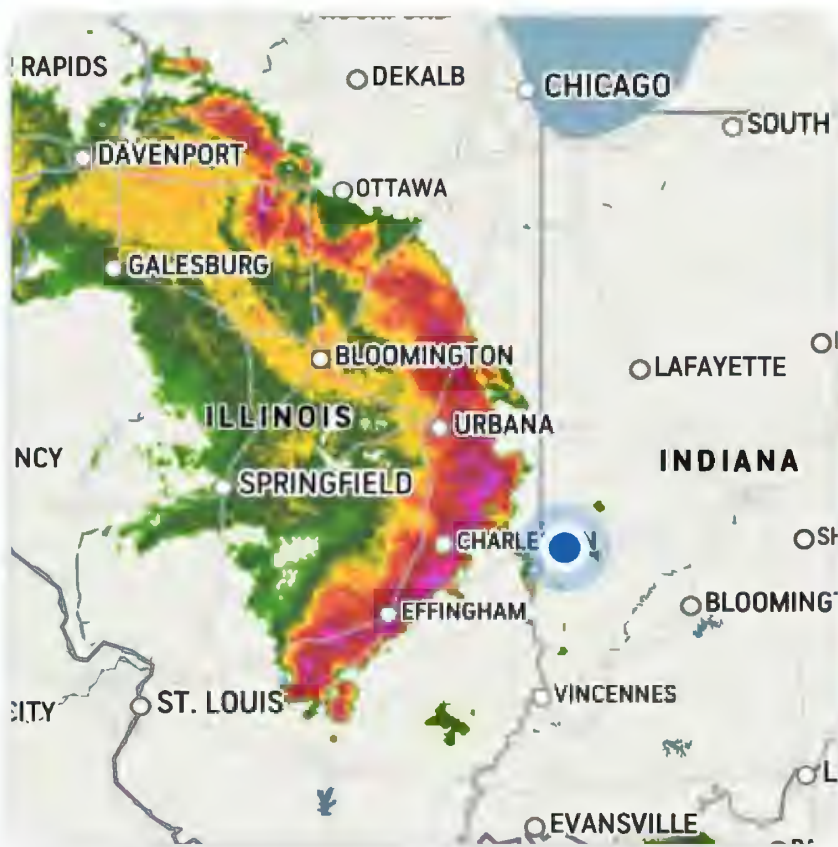
Outage Reporting Requirements

Outage Reporting to the IURC



- Reporting begins with the Distribution Control Center and a reporting team takes over when a Level 3 storm is declared
- Once the customer outage total drops below the statutory outage levels IURC outage reporting stops
- A final report is issued after the number of customers out of service drops below 5,000 and remains that way
- Duke Energy Indiana does not have any comments or suggestions on the reporting requirements

Questions



“EXCLUDED FROM PUBLIC ACCESS PER ACCESS TO COURT RECORD RULES”

CONFIDENTIAL

OUCG ATTACHMENT MDE-2

CAUSE NO. 46038

“EXCLUDED FROM PUBLIC ACCESS PER ACCESS TO COURT RECORD RULES”

CONFIDENTIAL

OUCG ATTACHMENT MDE-3

CAUSE NO. 46038

CERTIFICATE OF SERVICE

This is to certify that a copy of the foregoing *Indiana Office of Utility Consumer Counselor Public's Exhibit No. 1 Redacted Testimony of OUCC Witness Michael D. Eckert* has been served upon the following counsel of record in the captioned proceeding by electronic service on July 11, 2024.

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