



Duke Energy Indiana – At a Glance

Our Purpose

To create superior and sustainable value for our customers, employees, communities, and investors through the production, delivery and sale of energy and energy services.

Duke Energy Indiana

We energize our communities and enhance the quality of life for the people who live here.

- We are the largest electric utility in Indiana, with Indiana operations headquartered in Plainfield, Ind. We provide electric service in portions of 69 of Indiana's 92 counties. Major cities include Bloomington, Columbus, Greenwood, Jeffersonville, Kokomo, Lafayette, Terre Haute, as well as Carmel, Fishers and Noblesville, which are located in Hamilton County, one of the fastest-growing counties in the U.S.
- We serve more than 780,000 Indiana customers and provide wholesale power to many rural cooperatives and municipalities.
- In 2009, our Indiana assets totaled more than \$5.07 billion. Indiana operating revenue was \$2.4 billion.

Operational Facts

- Duke Energy has more than 25,000 miles of transmission and distribution lines in Indiana.
- In Indiana Duke Energy owns a total capacity of 7,032 megawatts (summer rating) at 12 plants. This capacity is comprised of 73 percent coal-fired, 23 percent natural or synthetic gas-fired, 3 percent oil-fired, and less than 1 percent hydro-powered.

Advancing Low-Carbon Technologies

We continue to diversify the mix of fuels we use to generate electricity for our customers. We're making significant investments in clean coal technology and renewable energy projects, including wind, solar and biomass.

Duke Energy is currently constructing a 618-megawatt IGCC (Integrated Gasification Combined Cycle) plant at its Edwardsport, Indiana site. This advanced clean coal technology facility will be one of the cleanest and most efficient coal-fired power plants in the world. It will emit less sulfur dioxide, nitrogen oxide and mercury – while providing more than 10 times the power of the 160-megawatt plant it replaces. The project is expected to begin commercial operation in 2012.

In April 2008, Duke Energy began purchasing approximately 100 megawatts of wind power capacity at Indiana's first commercial wind farm in Benton County, Indiana. The 20-year agreement was the first significant, long-term purchase of wind power in Indiana.

Customer Service

Duke Energy believes that customer service is more than just answering power trouble calls, handling billing inquiries, and making credit arrangements. We strive to deliver superior customer service one customer at a time.

- Research and polling of the company's Indiana customers consistently shows that a large majority of customers (80 percent) are "highly satisfied" with the service they receive.
- Duke Energy ranks in the top 10 percent in Overall Customer Satisfaction as measured by the Key Accounts National Benchmark Study conducted by TQS Research, Inc., each year. This measure represents the satisfaction levels of the largest manufacturing, hospital and university customers.



Data Center Advantages

We have the available infrastructure and capacity to meet your electrical needs – safely and reliably. Duke Energy has one of the nation’s highest service availability rates. Our Average Interruption Frequency Index (AIFI), an index used to measure reliability, is 99.97%.

Duke Energy offers its business customers customized power reliability solutions to protect your data center operations and sensitive equipment.

- Back-up generation and uninterruptible power supplies
- Lighting and surge protection
- Real-time monitoring and control for 24/7 power reliability
- Outage notification and 24-hour emergency dispatch
- Special line of services for analyzing and improving power quality

Competitive Rates

We meet our customers’ needs by providing reliable energy at competitive prices. According to information compiled by the U.S. Department of Energy’s Energy Information Administration, Duke Energy’s rates in Indiana continue to be very competitive, both nationally and regionally.

The table below compares Duke Energy Indiana’s average industrial rate (cents per kilowatt-hour) to neighboring states’ industrial rates.

Duke Energy Indiana	5.13 – 5.60 cents
Ohio	5.88 – 6.88 cents
Illinois	3.29 – 3.89 cents
Michigan	6.36 – 7.04 cents
Wisconsin	6.28 – 6.35 cents

Source: Edison Electric Institute, “Typical Bills and Average Rates Report – Winter 2010.” This chart is for informational and estimating purposes only. Contact Duke Energy for a rate calculation based on your specific usage information.

Economic Development

We work with our business customers and local economic development partners to develop comprehensive economic development tools and programs to support growth and job creation.

- Since 1988, we have participated in the creation of over 105,000 jobs and total capital investment of \$16 billion. We have invested over \$44 million in economic development within our service territory.
- We offer three incentive riders to enhance economic development through reductions in electric rates for use of unoccupied buildings, brownfield sites, major expansions and new businesses.
- Site Selection magazine has rated the Duke Energy Indiana economic development team as one of the top 10 utility economic development departments in the country for 12 consecutive years.

Philanthropy

Our stakeholders expect Duke Energy to give back to the communities we serve – and we do. Charitable giving from The Duke Energy Foundation, Duke Energy Corporation and its employees and retirees totaled more than \$28 million in 2009.

Duke Energy

Indiana Headquarters
 1000 East Main Street
 Plainfield, IN 46168
 800-688-0688
www.duke-energy.com
www.locationindiana.com