

At a Glance

Duke Energy Indiana



Duke Energy Corporation is headquartered in Charlotte, N.C. Its Electric Utilities and Infrastructure business unit serves approximately 7.5 million retail electric customers in six states in the Southeast and Midwest, representing a population of approximately 24 million people. The company's Gas Utilities and Infrastructure business unit distributes natural gas to approximately 1.6 million customers in the Carolinas, Ohio, Kentucky and Tennessee. Its Commercial Renewables business unit operates a growing renewable energy portfolio across the United States. Duke Energy is a Fortune 125 company traded on the New York Stock Exchange under the symbol DUK. More information about the company is available at duke-energy.com.

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 operations headquartered in Plainfield, Ind., providing electric service in a 23,000-square-mile service area.
- We serve approximately 820,000 Indiana customers and provide power to a number of other wholesale customers.

State-Specific Operational Facts

- More than 36,200 miles of transmission and distribution lines
- Total capacity of 6,800 megawatts at 14 power generation sites composed of 64 percent coal-fired, 25 percent natural gas-fired, 8 percent syngas-fired, 2 percent oil-fired and less than 1 percent hydro-powered
- 89 percent of energy generation from coal, burned 11.9 million tons of coal in 2016

Indiana Taxpayer – Hoosier State Employer

Duke Energy is a major Indiana taxpayer and employer of Hoosiers.

- Paid \$65 million in property, use and utility receipt taxes in 2016
- Collected and sent \$106 million to the state in sales tax receipts
- Approximately 2,500 employees
- Approximately \$295 million paid in payroll

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. The following information is based on research and polling conducted in 2016.

- Approximately 82 percent of our residential customers, and 88 percent of our business customers, are “highly satisfied” with Duke Energy as their utility.
- More than 80 percent of our customers are “highly satisfied” with the service they receive when contacting Duke Energy with a specific issue or request.

Economic Development

Our economic development team is actively engaged with over 60 economic development organizations throughout the state providing leadership, funding and professional support.

- Since 2008, our economic development team has participated in the creation of nearly 24,000 jobs and over \$5.5 billion in capital investment.
- Site Selection magazine has consistently rated Duke Energy Indiana's economic development team as one of the top 10 utility economic development departments in the U.S.

