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### Consumer News... For You! Special Edition

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## Indiana Office of Utility Consumer Counselor

### CONSUMER NEWS... FOR YOU! SPECIAL EDITION - MARCH 19, 2020

#### AN IMPORTANT MESSAGE FOR ALL INDIANA CONSUMERS

Gov. Eric J. Holcomb signed an [Executive Order](#) today prohibiting the disconnection of essential utility services. The order is in effect for the duration of Indiana's public health emergency. It applies to all electric, natural gas, water, wastewater, telecommunications, and broadband service providers.

The Indiana Office of Utility Consumer Counselor (OUCC) would like to remind all consumers to keep three things in mind:

- 1. Stay alert.** Scam artists tend to prey on people especially when emotions are running high. If you receive a call from anyone claiming to be with your utility and threatening to shut your service off for nonpayment, hang up. And remember, scammers can trick your caller ID into showing the utility's name. There have been reports of this scam in Indiana as recently as today, and scammers can target businesses as well as residential consumers.
- 2. Stay current on any payment plans.** If you face an economic hardship and need to make payment arrangements with your utilities, contact them sooner rather than later. Be aware, also, that Indiana's [2-1-1 help line](#) is available statewide for consumers needing financial assistance resources.
- 3. Above all else, stay safe.** Follow all guidelines from the federal [Centers for Disease Control](#) (CDC) and sign up for updates from the [Indiana State Department of Health](#) (ISDH). If you have questions, the ISDH's COVID-19 Call Center is reachable 24/7 at 1-877-826-0011 or [epiresource@isdh.in.gov](mailto:epiresource@isdh.in.gov).

**⚠ Stay Alert ⚠**  
**A scammer may threaten to shut off your utility services unless you pay immediately over the phone.**

*Remember:*

<b>Utilities have suspended shutoffs in the wake of COVID-19.</b>	<b>Even under normal circumstances, utilities don't make these types of calls.</b>
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**OUCC**

#### OUR MISSION

To represent all Indiana consumers to ensure quality, reliable utility services at the most reasonable

prices possible through dedicated advocacy, consumer education, and creative problem solving.

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