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[State of Indiana](#)

Consumer News... For You! April 2020

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Indiana Office of Utility Consumer Counselor

CONSUMER NEWS... FOR YOU! APRIL 2020

IMPORTANT REMINDERS

As the COVID-19 health emergency continues, please remember:

- Utility shutoffs are suspended under Governor Holcomb's March 19 [Executive Order](#). If a caller threatens to disconnect service immediately unless you pay now, it's a scam.
- Consumers are still responsible for utility bills in the long run. If an economic hardship will keep you from paying in full and on time, contact your utilities now to make payment arrangements. If you need financial assistance, the [2-1-1 help line](#) can be reached from all 92 Indiana counties.
- Do not flush disinfecting wipes, baby wipes, or paper towels down the toilet. They can [clog sewer lines](#).
- Practice [social distancing](#). If you see utility workers out in public and want to thank them, keep your distance. It's crucial that they stay healthy.
- Keep following the guidelines from the federal [Centers for Disease Control](#) (CDC) and stay informed through the [Indiana State Department of Health](#) (ISDH). The ISDH's COVID-19 Call Center is reachable at 1-877-826-0011.



Know what's below.
Call before you dig.

YARDWORK? PLAN AHEAD!

Many underground utility lines are shallower than you may think. April is National Safe Digging Month, an annual reminder to always call 8-1-1 or complete the form at <https://811now.com/> a minimum of two business days before you dig, no matter how small the project. The call is free. The 811 call center is open 24/7. Getting your lines marked is a free service. And it's the law. Most importantly, calling (or clicking) before you dig can prevent serious and even fatal accidents.

SAVE MONEY WHILE YOU CLEAN

Do you remember the last time you vacuumed the coils on the back of the refrigerator? Most of us don't. But it's something to keep in mind during your spring cleaning. It'll help the refrigerator work more efficiently and use less energy. [Additional ideas](#) including changing or cleaning your HVAC filter and dusting ceiling fans and light bulbs. If you have a sliding glass door, cleaning the track will help keep indoor air from seeping out.



CASE UPDATES

While our office lobby is closed during the health emergency, the OUCC's staff continues to work remotely on utility cases as they move forward. Among recent developments:

- The OUCC has filed its final brief in the [Duke Energy](#) rate case, with an IURC order expected this summer.
- An IURC order was issued recently in the [Indiana Michigan Power](#) (I&M) rate case.
- [Richmond Power & Light](#) (RP&L) has filed its first rate case in 15 years. The OUCC's staff will be reviewing the request over the next few months.
- OUCC analysts are reviewing [German Township](#) Water District's rate request. Our staff recently filed testimony in the [LMH Utilities](#) sewer rate case, recommending a much smaller increase than requested.

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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