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[State of Indiana](#)

Consumer News... For You! The OUCC's June 2019 Newsletter

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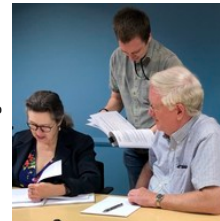
OUCC

Indiana Office of Utility Consumer Counselor Consumer News.... For You!

JUNE 2019

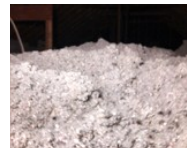
INDIANA MICHIGAN POWER (I&M) RATE CASE

In a newly filed case, Indiana Michigan Power (I&M) is seeking a \$172 million rate increase that would be phased in over the next three years. The OUCC is using its legal and technical resources to review more than 5,000 pages of testimony, exhibits, and work papers filed by I&M. [Written consumer comments](#) are invited and the OUCC has [requested](#) a series of public field hearings in the case. We expect to file testimony this summer and will post updates [on our website](#).



MORE CASE UPDATES

- The [Citizens sewer](#) rate case is fully briefed with a Commission order expected in the coming weeks.
- A pending settlement agreement in the [NIPSCO electric](#) rate case would reduce the monthly residential customer charge from \$14.00 to \$13.50. Issues regarding cost allocation (among residential, commercial, & industrial customers) are unresolved with an evidentiary hearing scheduled for late July.
- The OUCC is scheduled to file testimony this month in the [Boonville Natural Gas](#) and [Community Natural Gas Corp.](#) rate cases.



CHECK YOUR INSULATION

The right amount of attic insulation will help keep your home cool in the summer and warm in the winter. But insulation settles over time, making it less effective. If you haven't checked your attic in a while, now's a good time to [make sure](#) you have the right amount.

SCAM ALERT

If the phone rings once and you don't recognize the number, don't call back. It might be a scam. If you answer a call and hear a recorded message telling you to press a certain number, that's also a red flag. The median loss from phone scams last year was \$840, according to the Federal Trade Commission. Our friends at AARP have [useful tips](#) that can help you identify and avoid the latest scams.



KUDOS...

...to Karol Krohn on 25 years of service at the OUCC! As one of our staff attorneys, Karol is currently involved in energy efficiency oversight boards, public stakeholder meetings on long-term electric resource planning, and additional consumer protection initiatives. She is also the agency's "go-to person" for matters involving communications service providers, following her previous role in IURC cases implementing the Telecommunications Act of 1996. Executive Director of Legal Operations Abby Gray (right) recently presented Karol with her award for her lasting dedication on behalf of Hoosier consumers.

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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