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[State of Indiana](#)

Consumer News... For You! The OUCC's November 2018 Newsletter

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

NOVEMBER 2018



MORATORIUM MYTHBUSTING

A common myth is that it's illegal for utilities to disconnect anyone's services during the winter. Indiana's moratorium on gas and electric shut-offs only applies under specific circumstances, including the consumer's need to apply and qualify for the Low-Income Home Energy Assistance Program (LIHEAP). The OUCC's website offers [answers to frequently asked questions](#) about the moratorium. The Indiana Housing and Community Development Authority administers [LIHEAP](#) and offers a [directory](#) of intake offices in each county.

CITIZENS SEWER RATE CASE

Our attorneys and analysts are reviewing Citizens Energy Group's [newly filed sewer rate case](#). Citizens is seeking a three-phase sewer rate increase due to continued work on the DigIndy Tunnel and other infrastructure projects aimed at eliminating combined sewer overflows. The OUCC's testimony will likely be due in January. [Consumer comments](#) are invited, and we will post the case schedule on our [website](#) once it is set.



INDIANA AMERICAN WATER RATES

IURC [public field hearings](#) in the Indiana American Water Co. (IAWC) rate case are scheduled for Nov. 7 in Seymour and Nov. 26 in Gary. Customers can send [written comments](#) to the OUCC through Dec. 14. The OUCC has until Dec. 21 to file testimony. IAWC's request would raise rates by \$38.8 million to pay for numerous infrastructure projects throughout the communities where it provides service. The request also includes the costs of purchasing small municipal utilities.

CASE UPDATES

- NIPSCO has filed a new electric [rate case](#), while the settlement agreement in the [IPL rate case](#) has received Commission approval.
- Sycamore Gas Co. has been ordered to [reduce its rates](#) due to federal tax cuts. With that order, the first phase of the IURC's [Tax Cuts and Jobs Act](#) investigation is complete. The second phase - focusing on longer-term issues - continues for a number of utilities.
- All hearings on Vectren's [proposal](#) to build a new natural gas-fired power plant and install coal emissions technology have concluded. Written closing arguments through proposed orders and legal briefs will be filed with the Commission over the coming months. The OUCC's proposed order is due in January.
- The OUCC, Citizens Action Coalition, and Vectren have reached a settlement agreement on the utility's proposed [solar farm](#) in Spencer County.
- Recent OUCC filings include testimony in the [Fort Wayne](#) and [Floyds Knobs](#) water rate cases.

HELPING OUR NEIGHBORS

November is a time for cooler weather, football, and the State Employees' Community Campaign (SECC). The SECC encourages Indiana state employees to donate to the charities of their choice, with more than \$32 million being contributed over the last 40 years. The OUCC has met its agency goal for the upcoming year thanks to the leadership of Jennifer Sisson, Cindy Armstrong, and April Paronish (L to R). Our SECC coordinators have worked hard to organize a variety of fundraising events for our staff this fall.



HOW'S YOUR BROADBAND?

Our friends at the Indiana Office of Community and Rural Affairs (OCRA) would like to hear from you, as they develop strategies to address rural high-speed internet access. You can weigh in by answering this [short survey](#). A \$100 million commitment to bridge rural Indiana's digital divide is a component of Gov. Eric J. Holcomb's Next Level Connections plan.

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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