



Indiana Office of Utility Consumer Counselor

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Billing Survey: We'd Like Your Input!

The Indiana Office of Utility Consumer Counselor (OUCC) is inviting all Hoosiers to complete a survey on utility billing. It is linked from the OUCC's homepage at www.IN.gov/OUCC and will be posted through Wednesday, October 7, 2015.

Questions on the survey seek the consumer's perspective on the amount of detail that appears on utility bills, the clarity of the language, and ways utilities might be able to make bills more understandable.

The OUCC is participating in a utility billing symposium hosted by the Indiana Utility Regulatory Commission (IURC). The symposium's purpose is for consumer groups and utility representatives to have open dialogue about best practices, along with addressing billing concerns.

"We encourage all Indiana consumers to complete the survey," said Indiana Utility Consumer Counselor David Stippler. "The responses will be extremely helpful to us as we continue with our mission of representing utility consumer interests. They will also give us, other consumer groups, and utilities a clearer understanding about the information ratepayers want to see on their bills and how they want to see it."

All survey responses will remain confidential. All information will be reported in the aggregate and will not be sold to any entities. The survey does not ask consumers for their names or addresses.

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The Indiana Office of Utility Consumer Counselor (OUCC) represents Indiana consumer interests before state and federal bodies that regulate utilities. As a state agency, the OUCC's mission is 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.

Visit us at www.IN.gov/OUCC, www.twitter.com/IndianaOUCC, or www.facebook.com/IndianaOUCC.