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APR 10 2015

INDIANA UTILITY
REGULATORY COMMISSION

April 10, 2015

Brenda A. Howe
Secretary to the Commission
Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

Re: Indiana-American Water Company, Inc. 30-day Filing Pursuant to 170 IAC 1-6-1 et seq.

Dear Ms. Howe:

Pursuant to 170 IAC 1-6, the Thirty-Day Administrative Filing Procedures and Guidelines Rule, Indiana-American Water Company, Inc. ("Indiana American" or the "Company") submits herewith for filing proposed revised tariff pages (identified as Exhibit 1) and proposed revised pages from its rules and regulations (identified as Exhibit 2), eliminating the option of bi-monthly billing.

This 30-day filing is made in compliance with the Company's obligations under the Settlement reached among the parties in Cause No. 44450, which was approved in the Commission's Order dated January 28, 2015 in that Cause. This filing is a permissible filing within the meaning of 170 IAC 1-6-3(7) and (8).

In support of this 30-day filing, Indiana American is submitting herewith Exhibits 1 and 2 described above and a mark-up of the existing tariff sheet and affected rules for reference. There are no additional workpapers to be filed. Indiana American is also submitting a verified statement by the Company affirming that customers have been notified as required under Rule 6, stating in detail the means used for notification, and copies of any written means of communication. By copy of this letter, the Office of Utility Consumer Counselor is being provided with a copy of this 30-day filing.

Indiana American appreciates your assistance in processing this request through the Commission's 30-Day Filing procedures. The contact information regarding this filing is as follows:

Received: April 10, 2015

IURC 30-Day Filing No.: 3347

Indiana Utility Regulatory Commission
Drenda A. Howe, Secretary to the Commission

April 10, 2015

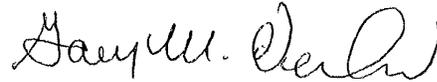
Page 2

Gary M. VerDouw
Director of Rates – Central Division
American Water Works Service
Company
727 Craig Road
Saint Louis, Missouri 63141
(314) 996-2398
Gary.VerDouw@amwater.com

Hillary J. Close (Atty No. 25104-49)
Barnes & Thornburg LLP
11 S. Meridian Street
Indianapolis, IN 46204
(317)231-7785 (phone)
(317) 231-7433 (fax)
Hillary.Close@btlaw.com

Please let me know if the Commission Staff has any questions or concerns about this submission.

Sincerely,



Gary M. VerDouw

Enclosures

cc: David A. Stippler, Indiana Utility Consumer Counselor (w/encl.)

I.U.R.C. No. W-20-A
Cancelling All Previously Approved Tariffs
(W-19-A)
1st Revised Page 2 of 9

CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE

Available For

All general water service customers except sale for resale customers.

Billing Frequency

Bills for general water service shall be rendered on a monthly basis. The following sets forth the schedules of volumetric rates on a monthly basis.

Volumetric Rates

The following shall be the rates for consumption:

Area One Group includes: Crawfordsville, Johnson County, Kokomo, Muncie, Newburgh, Noblesville, Northwest, Richmond, Seymour, Shelbyville, Somerset, Southern Indiana, Sullivan, Summitville, Wabash Valley, Warsaw, Waveland, and West Lafayette

Area Two Group includes: Mooresville and Winchester

Area One Group:

	<u>Hundred Gallons</u>	<u>Rate Per 100 Gallons*</u>
For the first	150	\$ 0.45647
For the next	37,250	0.35257
For all over	37,400	0.20100

Area Two Group:

For the first	150	\$ 0.37900
For the next	37,250	0.27804
For all over	37,400	0.18275

* Subject to the Distribution System Improvement Charge listed on Appendix A

Note: Unless specified rates are for all areas.

Issued:

Effective: _____

Issued by: Alan J. DeBoy, President
555 E. County Line Road
Greenwood, Indiana 46143

CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE AND
SALE FOR RESALE

Customer Charge

All metered general water service and sale for resale customers shall pay a Customer Charge based on the size of meter installed (or multiple meters installed--in which case, the charge is based on the total of all meters installed). The Customer Charge rates are listed below and do not include any allowance for water usage.

<u>Size of Meter</u>	<u>Monthly Customer Charge*</u>	<u>Sale for Resale Only*</u>
5/8"	\$ 14.87	\$ 18.27
3/4"	20.72	25.95
1"	24.34	33.37
1-1/2"	35.19	54.06
2"	69.07	99.61
3"	98.83	153.28
4"	146.55	239.54
6"	245.63	438.74
8"	366.39	679.29
10"	563.09	1,076.49
12"	871.88	1,730.89

* Subject to the Distribution System Improvement Charge listed on Appendix A

Note: Unless specified rates are for all areas.

Issued:

Effective: _____

Issued by: Alan J. DeBoy, President
555 E. County Line Road
Greenwood, Indiana 46143

INDIANA-AMERICAN WATER COMPANY, INC.

I.U.R.C. No. W-15
CANCELLING ALL PREVIOUSLY
APPROVED RULES AND REGULATIONS
FOR WATER SERVICE
1st Revised Page 12 of 28

- (a) Water shall generally be supplied to all Customers by Meter measurement only pursuant to Rule 6.1(a).
- (b) Meters will be read on a monthly cycle, except as otherwise provided herein.
- (c) The quantity of water recorded by the Meter shall be conclusive, except as provided herein.

5.2 Billing

(a) Billing Periods

- (i) Bills for general water service shall be rendered and payable monthly in arrears.
- (ii) Public fire service charges shall be payable monthly in arrears. Private fire service charges shall be payable monthly either in arrears or in advance, based on the Company's local practice.
- (iii) Special and non-recurring charges shall be payable on demand.

(b) Bill Payments

- (i) All bills will be sent to the address provided by the Customer. Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for nonpayment nor permit an extension of the date when the account shall be delinquent or waiver of late payment, disconnect or reconnect charges or insufficient funds charges.
- (ii) The use of water by the same Customer during the same time period at different Premises will not be combined for billing purposes. The service to each of the Premises will be billed separately.
- (iii) All charges follow the Customer. Moving from one Premises to another does not release the Customer from an obligation for any unpaid charges for service at the previous Premises as long as both Premises have the same class of service. Such charges for service at the previous Premises will be transferred to the new Premises. If such charges remain unpaid for more than forty-five (45) days, such unpaid charges become delinquent and service to the new Premises may be disconnected as provided in Rule 4 herein.
- (iv) All bills for water service are due and payable at a payment address of the Company or at an established collection agency of the Company during normal business hours or by electronic payment, on or before the due date printed on the bills, and are

Approved:

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CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE

Available For

All general water service customers except sale for resale customers.

Billing Frequency

Bills for general water service shall be rendered on a monthly basis. The following sets forth the schedules of volumetric rates on a monthly basis.

Deleted: ; except for Northwest Indiana Operations which allows for bi-monthly billing

Deleted: and on a bi-monthly basis (Northwest)

Volumetric Rates

The following shall be the rates for consumption:

Area One Group includes: Crawfordsville, Johnson County, Kokomo, Muncie, Newburgh, Noblesville, Northwest, Richmond, Seymour, Shelbyville, Somerset, Southern Indiana, Sullivan, Summitville, Wabash Valley, Warsaw, Waveland, and West Lafayette

Area Two Group includes: Mooresville and Winchester

Area One Group:

	<u>Hundred Gallons</u>	<u>Rate Per 100 Gallons*</u>
For the first	150	\$ 0.45647
For the next	37,250	0.35257
For all over	37,400	0.20100

Area Two Group:

For the first	150	\$ 0.37900
For the next	37,250	0.27804
For all over	37,400	0.18275

* Subject to the Distribution System Improvement Charge listed on Appendix A

Note: Unless specified rates are for all areas.

Deleted: Northwest Indiana Operations - Bi-MONTHLY RATE SCHEDULE.¶

... [1]

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Issued by: Alan J. DeBoy, President
555 E. County Line Road
Greenwood, Indiana 46143

I.U.R.C. No. W-20-A
 Cancelling All Previously Approved Tariffs
 (W-19-A)

1st Revised Page 3 of 9

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CLASSIFICATION OF SERVICE
GENERAL WATER SERVICE AND
SALE FOR RESALE

Customer Charge

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<u>Size of Meter</u>	<u>Monthly Customer Charge*</u>	<u>Sale for Resale Only*</u>
5/8"	\$ 14.87	\$ 18.27
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2"	69.07	99.61
3"	98.83	153.28
4"	146.55	239.54
6"	245.63	438.74
8"	366.39	679.29
10"	563.09	1,076.49
12"	871.88	1,730.89

Deleted: ¶
 Bi-Monthly Payment*
Deleted: \$ 22.74
Deleted: 31.79
Deleted: 39.53
Deleted: 61.22
Deleted: 131.26
Deleted: 188.50
Deleted: 283.95
Deleted: 482.10
Deleted: 723.64
Deleted: 1,117.03
Deleted: 1,734.61

* Subject to the Distribution System Improvement Charge listed on Appendix A

Note: Unless specified rates are for all areas.

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INDIANA-AMERICAN WATER COMPANY, INC.

I.U.R.C. No. W-15
CANCELLING ALL PREVIOUSLY
APPROVED RULES AND REGULATIONS
FOR WATER SERVICE

Original-1st Revised Page 12 of 28

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- (a) Water shall generally be supplied to all Customers by Meter measurement only pursuant to Rule 6.1(a).
- (b) Meters will be read on a monthly cycle, except ~~in cases where the Customer is billed on a bimonthly basis and~~ as otherwise provided herein.
- (c) The quantity of water recorded by the Meter shall be conclusive, except as provided herein.

5.2 Billing

(a) Billing Periods

- (i) Bills for general water service shall be rendered and payable monthly ~~or bimonthly~~ in arrears.
- (ii) Public fire service charges shall be payable monthly in arrears. Private fire service charges shall be payable monthly either in arrears or in advance, based on the Company's local practice.
- (iii) Special and non-recurring charges shall be payable on demand.

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- (iii) All charges follow the Customer. Moving from one Premises to another does not release the Customer from an obligation for any unpaid charges for service at the previous Premises as long as both Premises have the same class of service. Such charges for service at the previous Premises will be transferred to the new Premises. If such charges remain unpaid for more than forty-five (45) days, such unpaid charges become delinquent and service to the new Premises may be disconnected as provided in Rule 4 herein.
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Approved:

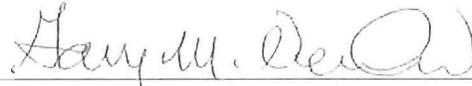
VERIFIED STATEMENT IN SUPPORT OF 30-DAY FILING

TO THE INDIANA UTILITY REGULATORY COMMISSION:

1. Indiana-American Water Company, Inc. is requesting revisions to its tariff and rules and regulations for water service to eliminate the option of bi-monthly billing.
2. In accordance with 170 IAC 1-6-6, affected customers have been notified by a legal notice published in the Post-Tribune, a daily newspaper of general circulation that has a circulation encompassing the highest number of the utility's customers potentially affected by the filing. The notice will also be placed on the utility's website. The utility has no local customer service offices that are open to the public.
3. A copy of the above-referenced legal notice is attached as Exhibit A.
4. In addition, notice was provided directly to the Company's Northwest Operation customers through bill inserts distributed during the months of February and March 2015 of the switch to monthly billing from bi-monthly billing. A copy of that notice is attached as Exhibit B.
5. A question and answer document was also prepared and posted on the Company's website and was accessible from a link on the site homepage. A copy of that document is attached as Exhibit C.

I affirm under penalties for perjury that the foregoing representations are true to the best of my knowledge, information, and belief.

Dated this 10th day of April, 2015.



Gary M. VerDouw, Director of Rates – Central
Division
American Water Works Service Company



Order ID: 3196894

Page 1 of 2

GROSS PRICE * : \$117.88

* Agency Commission not included

PACKAGE NAME: Legal Post
Tribune

Product(s): SubTrib_Post Tribune, classified.chicagotribune.com

AdSize(s): 1 Column,

Run Date(s): Thursday, April 09, 2015

Color Spec. B/W

Preview

LEGAL NOTICE
April 7, 2015

RE: Notice of Filing of revised schedule of tariffs and rules and regulations to eliminate the bi-monthly billing option

Notice is hereby given that on or about April 10, 2015, Indiana-American Water Company, Inc. (the Company) will file with the Indiana Utility Regulatory Commission a revised schedule of tariffs and rules and regulations for water service to eliminate the option of bi-monthly billing. The IURC is expected to rule on the request no earlier than 30 days from the date of filing.

The change is not expected to have a direct impact on any of the

EXHIBIT A

Order ID: 3196894

Page 2 of 2

GROSS PRICE * : \$117.88

* Agency Commission not included

PACKAGE NAME: Legal Post
Tribune

impact on any of the Company's customers, but is being made in compliance with the Company's obligations under the Settlement reached among the parties in Cause No. 44450, which was approved in the Commission's Order dated January 28, 2015 in that Cause. That Order also authorized the Company to switch to monthly billing for all residential customers and any commercial customers in the Company's Northwest Indiana Operations previously receiving bi-monthly bills. The switch to monthly billing for Northwest Indiana went into effect on April 1, 2015.

If you wish to file an objection to this filing you may contact the consumer services staff at the Office of Utility Consumer Counselor at uccinfo@oucc.in.gov or 1-888-441-2494. To file an objection with the IURC regarding this matter, you may contact Brenda Howe, secretary of the IURC at bhowe@urc.in.gov or by phone at 317-232-2703.
4/9/2015 3196894

EXHIBIT B

For questions about your water service:

Contact Indiana American Water:

- Visit www.indianaamwater.com. Under Customer Service, select "Billing & Payment Information." There, you'll also find answers to commonly asked questions.
- Call our Customer Service Center at (800) 492-8373.

In a world where everything we touch frequently changes, water is our constant. We've never stopped needing it to drink, to cook, to clean, to live. We'll always need it for sanitation, fire protection, watering our lawns and washing our cars.

It's easy to take water for granted. And because so many do, we don't.

We are scientists, environmentalists, innovators, and protectors. We are also residents and employees in the communities we serve. We understand how important, how precious, and how critical water is to daily life.



**INDIANA
AMERICAN WATER**

(800) 492-8373 • www.indianaamwater.com



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Printed on paper containing recycled fiber; each ton of recycled paper saves 7,000 gallons of water.

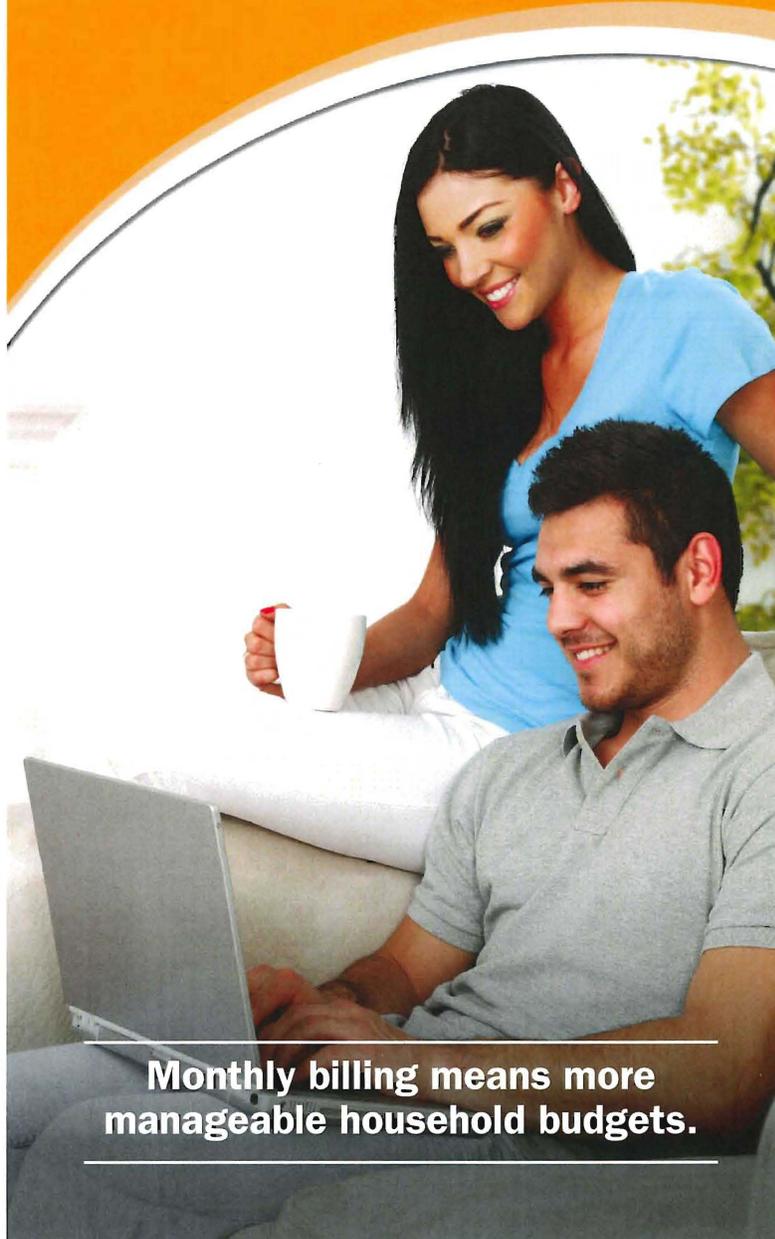
WA1541

Important Billing Information We're Switching to Monthly Billing

in Northwest Indiana



**INDIANA
AMERICAN WATER**



**Monthly billing means more
manageable household budgets.**



It's official. Indiana American Water is transitioning to monthly billing.

Beginning in April, Indiana American Water is transitioning customers in its Northwest District who were formerly billed bimonthly to monthly billing.* Many customers prefer monthly billing because receiving 12 smaller bills instead of six bimonthly bills makes household budgeting easier.

Monthly billing helps with wise water use.

With monthly billing, you'll receive more frequent and timely information about water use, which can be a great conservation tool. By having a better understanding of how much water you typically use throughout the season, you will more quickly notice if your household water use seems unusually high. As a result, you can better pinpoint ways to use water more wisely or to detect household leaks sooner. Conserving water and finding and fixing leaks faster saves water and money!

How it will work.

We're switching to monthly billing in April. The first bill you receive after the transition will be prorated and will cover service fees and water usage charges from your last bimonthly bill through the current bill date. That means:

- **If you received your last bimonthly bill in February:**
The April bill will cover all water charges from February through the April billing date. You will then be billed on a monthly basis thereafter.
- **If you received your last bimonthly bill in March:**
The April bill will cover all water charges from March through the April billing date. You will then be billed on a monthly basis thereafter.

Sign up for automatic payment.

Now is a good time to sign up for Indiana American Water's Automatic Payment Program. Your water bill will be paid on time, every time, directly from your checking or savings account. No checks to write. No postage to worry about. This service is free, and you can discontinue it at any time. To learn more, contact Indiana American Water or visit us online.

Go Paperless!

RECEIVE your bill electronically.

Take it one step further, and go entirely electronic by enrolling in our Paperless Billing program. Sign up today, and eliminate the need for a paper bill to be mailed to you each month. Instead, we'll notify you by email when your bill is available to view online. Plus, you'll have easy access to electronic versions of any materials you would have received with your paper bill, along with past bills to view your usage history. Enroll today, and enjoy the benefits of paperless billing!

- **Clutter-free** – Less mail to sort through and file.
- **Green** – Conserving paper is good for the environment!
- **FREE** – There's no charge for this service.

* Some customers in the Northwest District were already billed monthly. This notice applies only to those customers who were previously billed bimonthly.

We're switching to monthly billing in our Northwest Indiana district in April 2015!

Background

- Beginning in April 2015, Indiana American Water will be transitioning customers in its Northwest Indiana District who are currently billed on a bi-monthly basis to monthly billing.
- Providing customers with 12 smaller bills instead of six larger bills should make it easier for customers, especially those on fixed incomes, to include the cost of water service in their monthly household budgets.

Benefits of monthly billing include:

- Consistency for personal accounting of monthly home budgets
- Less fluctuation in billing amounts, especially after heavy usage periods
- Monthly billing provides customers with more frequent and timely information about their water usage. This benefits customers in two ways.
 - It allows customers to adjust their water usage habits if they feel they are using too much water.
 - It allows customers to detect any leaks in their household plumbing sooner. (Detecting leaks early and conserving water not only protects our precious natural resource, but it also saves money)

When will monthly billing begin?

We will be transitioning to monthly billing in our Northwest Indiana District beginning in April 2015.

How will the transition to monthly billing happen?

Dependent upon your current billing cycle, you may receive a bill in April that has been prorated to ensure you are being billed properly. The following explains how this process will work.

- All Indiana American Water customers will receive a water bill in April. This bill will cover service fees and water usage from the last bi-monthly bill received until the billing date in April.
- **For customers last billed in February:** The April bill will cover service fees and water used from February through the April billing date. You will then be billed on a monthly basis thereafter.
- **For customers billed in March:** The April bill will cover service fees and water used from March through the April billing date. You will then be billed on a monthly basis thereafter.

How will this new billing schedule affect me?

Your bill will reflect the charges for your water usage each month compared to the current bi-monthly bill that covers two months usage. Providing monthly bills usually makes it easier for customers, especially those on fixed incomes, to more accurately calculate the cost of water service in their monthly household budgets.

How does converting to monthly billing benefit customers?

- Providing 12 smaller bills instead of six larger bills makes it easier for customers, especially those on fixed incomes, to include the cost of water service in their monthly household budgets.
- Plus, since monthly bills come more frequently, you will receive more frequent and timely information about your water usage, enabling you to adjust your usage if you feel you are using too much water. It also allows you to detect leaks sooner. Detecting leaks early saves water and money.

How does this affect me if I am on the automatic payment program?

Your automatic payment plan will continue to operate, but will deduct your payment monthly instead of bi-monthly.

How do I sign up for the automatic payment program?

The automatic payment program enables you to pay your water bill directly from your checking or savings account. The service is free, and you can discontinue it at any time. To sign up, call us at 1-800-493-8373 or register online at www.amwater.com/myh2o.

Can I receive my water bill through email, instead of the regular mail?

Yes, you can join thousands of customers who are enrolled in American Water's Paperless Billing program. It's free and very easy to do. To register, visit us online at or register online at www.amwater.com/myh2o. Once you are registered, we'll notify you by email when your bill is available to view online. Plus, you'll have easy access to electronic versions of any materials you would have received with your paper bill, along with past bills to view your usage history.

Where can I get more information?

If you have additional questions, contact our Customer Service Center. We're available from 7 a.m. to 7p.m., Monday through Friday, at 1-800-492-8373.