

Annual Report



2011

Indiana Utility
Regulatory Commission



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Mission Statement



The Commission's mission is to assure that utilities and others use adequate planning and resources for the provision of safe and reliable utility services at a reasonable cost. [IC § 8-1-2-4]

Responsibilities



The Indiana Utility Regulatory Commission (IURC or Commission) is a fact-finding body that hears evidence in cases filed before it and makes decisions based on the evidence presented in those cases. An advocate of neither the public nor the utilities, the IURC is required by state statute to make decisions that weigh the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable prices.

The IURC regulates electric, natural gas, steam, water, and sewer utilities, and to a lesser extent, telecommunications and video providers. The Commission also oversees natural gas pipeline companies in the state of Indiana and makes sure operators of gas distribution systems follow state and federal guidelines established to promote the safe, reliable transportation of natural gas to customers. The utilities regulated by the Commission may be investor-owned, municipally-owned, not-for-profit corporations, or cooperative utilities. The Commission, however, does not regulate municipal sewer utilities or those who “opt out” of its jurisdiction, pursuant to Indiana Code § 8-1.5-3-9.

The Commission regulates various aspects of the utility business, including rates, financing, bonding, environmental compliance plans and service territories. The Commission has regulatory oversight concerning construction projects and acquisition of additional plants and equipment. The Commission also has authority to initiate investigations into all utility rates and practices. The IURC receives its authority from Indiana Code Title 8. Numerous court decisions further define the Commission’s function.

The Commission promulgates its “*Rules and Regulations Concerning Practice and Procedure*” as well as “*Rules and Regulations and Standards of Service*” to govern each type of utility through Title 170 of the Indiana Administrative Code. The Commission makes changes to its rules through a process requiring notice, a public hearing and Commission adoption. The statute also requires approval from the Attorney General and the Governor.

The Indiana Utility Regulatory Commission was originally established to regulate railroad activity in the early 1900s. However in 1913, the agency was given regulatory responsibility over natural gas, water, electric, telephone and transportation services, and it was renamed the Public Service Commission of Indiana (PSCI). In 1987, the General Assembly changed the name of the agency once again, and the PSCI became the IURC. The Commission no longer regulates railroads or transportation.



Commission Procedures

Utilities must follow administrative law requirements in proceedings before the IURC. Those proceedings include, but are not limited to, requests for rate changes, fuel or gas cost adjustments, and territorial authority.

Hearing Procedures

1. A formal proceeding before the Commission begins with the filing of a petition or complaint. The Commission also has the authority to open formal investigations into matters at its discretion. The petition, complaint, or notice of formal investigation is then given a five-digit cause number and assigned to an Administrative Law Judge and staff members within the appropriate technical division. Although multiple commissioners may be assigned to complex cases, a single Commissioner is routinely assigned to each case as well.
2. Following the assignment of a proceeding, the matter is scheduled for a prehearing conference to establish a procedural schedule that includes dates for the prefiling of testimony and the date for the evidentiary hearing. In some instances, a public field hearing may be held in the utility's largest service territory. Field hearings are generally scheduled in the evening to provide customers of the utility with an opportunity to express their opinions about the utility's case directly to the Commission.
3. Once the utility files its case-in-chief testimony, intervening parties to the proceeding and the Office of Utility Consumer Counselor (OUCC) may file their case-in-chief testimony, which contains evidence in support of their positions. The utility then has an opportunity to prefile rebuttal testimony in response to the testimony presented by intervening parties and the OUCC.
4. After all parties have prefiled their testimony and exhibits, an evidentiary hearing is conducted by the Commission on the date and time scheduled in the prehearing conference Order. The assigned Administrative Law Judge presides over the evidentiary hearing along with the assigned Commissioner. Assigned staff attends the evidentiary hearing and additional Commissioners may also attend. During this time, the parties present their direct and rebuttal testimony and witnesses are cross-examined. All testimony presented at the evidentiary hearing becomes part of the record in that proceeding. In every proceeding, the Commission must issue its decision based on evidence within the official case record.
5. Following the close of the evidentiary hearing, the Commission issues an Order. This occurs during Commission Conference, which is held weekly. Determinations made by the Commission in its Orders may be appealed to the Indiana Court of Appeals.

Conference Schedule and Location

Conference is generally held each Wednesday at 2:00 p.m. EST/EDT. For a complete schedule and/or to access weekly Conference agendas, please visit our website at www.in.gov/iurc/2428.htm.

PNC Center
Judicial Courtroom 222
101 W. Washington Street
Indianapolis, Indiana 46204

James D. Atterholt

Chairman



Appointed: June 22, 2009

Appointed By: Governor Daniels

Term Expires: April 2013

Chairman James D. Atterholt was appointed by Governor Mitch Daniels on June 22, 2009 to the Indiana Utility Regulatory Commission, and on October 5, 2010, he was appointed chairman.

Prior to joining the Commission, he was the State Insurance Commissioner for more than four years where he also served as a member of the Governor's Cabinet. Atterholt worked as Director of Government Affairs for AT&T-Indiana from 2003 to 2004.

Chairman Atterholt has dedicated much of his life to public service. He was elected and served two terms as a member of the Indiana General Assembly from 1998 to 2002. As a State Representative, he served on the House Commerce, Economic Development and Technology Committee, which has jurisdiction over all utility-related legislation. Atterholt also served on the Environmental Affairs Committee as well as the Labor Committee. Atterholt has also worked as Chief of Staff in Washington D.C. and later as District Director in Indiana for a member of the United States Congress where his responsibilities included energy issues.

A native of Fort Wayne, Indiana, Chairman Atterholt received his bachelor's degree from the University of Wisconsin in 1986. Atterholt is a member of the National Association of Regulatory Utility Commissioners (NARUC) where he serves on the Committee on Gas. He also serves on the Board of Directors of the Saint Florian Center for at-risk-children. Married for 24 years to his wife, Brenda, they are blessed with three children and currently reside in Indianapolis.

Kari A. E. Bennett

Commissioner



Appointed: January 13, 2011

Appointed By: Governor Daniels

Term Expires: March 2014

Commissioner Kari A. E. Bennett was appointed by Governor Mitch Daniels on January 13, 2011 to the Indiana Utility Regulatory Commission. She currently serves as Treasurer of the Organization of MISO States.

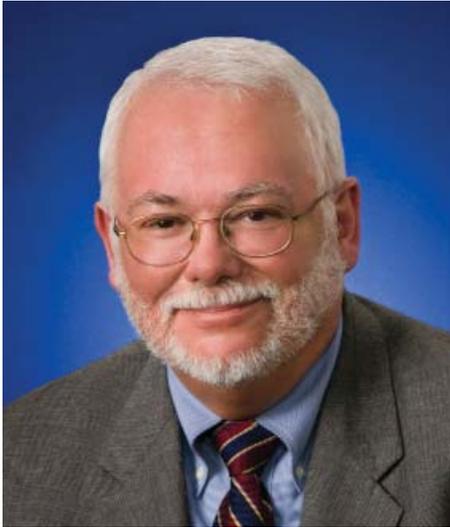
Prior to joining the Commission, she was the chief legal counsel of the Indiana Department of Natural Resources, where she was involved in all aspects of the agency's mission, including protection and enforcement of natural resources, land acquisition, and agency management and administration.

From 2005 to 2007, Commissioner Bennett was Policy Director for Environment and Natural Resources for Indiana Governor Mitch Daniels. She developed and advocated policy on significant national, regional, and state issues, including air quality standards and attainment designations, mercury emission reduction requirements for electric utilities, and Great Lakes issues.

Commissioner Bennett also practiced law at Barnes & Thornburg LLP, focusing on environmental law and government services, and served in various positions at the Indiana Department of Environmental Management before and after law school. She graduated from Miami University of Ohio with a degree in environmental science, and received her J.D. from the University of Minnesota.

Larry S. Landis

Commissioner



Appointed: December 17, 2002

Appointed By: Governor O'Bannon

Term Expires: December 2011

After 30 years in the private sector, Commissioner Landis was appointed to the IURC 8-1/2 years ago by the late Governor Frank O'Bannon, and to subsequent full terms by former Governor Joe Kernan and Governor Mitch Daniels.

At the national level, he has advocated for Indiana's light regulatory touch, for even-handed regulation, for technological neutrality, and for pro-competitive policies in communications. He is nearing the end of his second term on the Federal-State Joint Board on Universal Service and has also served on the Federal-State Joint Conference on Advanced Telecommunications Services since 2005, of which he is currently State Chair. He was recently reappointed to a second term as an at-large member of the NARUC Board of Directors.

Commissioner Landis also focuses on financial issues. He co-chairs the IURC's Financial Taskforce, created in the wake of the market collapse in 2008-09; and is immediate Past Vice Chair (2009-2010) and Chair (2010-2011) and member of the Advisory Board of the Financial Research Institute at the University of Missouri's Trulaske School of Business. He is also a member of SURFA, the Society of Utility and Regulatory Financial Analysts.

He and his wife Carol recently celebrated their 37th Anniversary. Their son and daughter-in-law, Chris and Heather are the parents of three daughters, Lauren, Anna and Emily.

Carolene R. Mays

Commissioner



Appointed: February 17, 2010

Appointed By: Governor Daniels

Term Expires: January 2014

Commissioner Carolene R. Mays was appointed by Governor Mitch Daniels on February 17, 2010 to the Indiana Utility Regulatory Commission. Prior to joining the Commission, she was the publisher and president of the Indianapolis Recorder Newspaper and the Indiana Minority Business Magazine, as well as a television talk show host.

Commissioner Mays is actively involved with the National Association of Regulatory Utility Commissioners (NARUC) where she serves on the Committee on Water, the Committee on Critical Infrastructure, and the Washington Action Program. She was most recently elected as treasurer of the Mid-America Regulatory Conference, which is an association of regional organizations of utility and energy regulatory agencies from 15 states.

From 2002 to 2008, Commissioner Mays served in the Indiana House of Representatives and sat on the committees for Ways and Means, Small Business and Economic Development, and Public Health. On a national level, she served on committees with the National Black Caucus of State Legislators, National Conference of State Legislators and Women in Government. She retired from her state representative position in November, 2008. During her term, Commissioner Mays received several Legislator of the Year awards and the Torchbearer Award, the highest honor given by the Indiana Commission for Women. Additionally, she was listed by Roll Call, a Washington D.C. publication, as a "Rising Star in Indiana Politics."

Commissioner Mays serves on the Marion County Capitol Improvement Board, the Indiana Sports Corporation Board and Peyton Manning's PeyBack Foundation, among others. She was a chairperson for the NCAA Women's Final Four in 2011 and is a division chairperson for the 2012 NFL Super Bowl in Indianapolis.

Commissioner Mays is a member of Eastern Star Church, Alpha Kappa Alpha Sorority, Indianapolis Chapter of the Links, the NAACP, and the Podium Group, Inc. Speakers Association. She is married to Fred Medley and has one daughter and three step-sons.

David E. Ziegner

Commissioner



Appointed: August 25, 1990

Appointed By: Governor Bayh

Term Expires: April 2015

David E. Ziegner was appointed to the Indiana Utility Regulatory Commission on August 25, 1990, by Governor Evan Bayh and reappointed to a full, four-year term in April of 1991 and again in December of 1995. He was reappointed by Governor Frank O'Bannon in 1999 and 2003. Commissioner Ziegner was reappointed by Governor Mitch Daniels in March 2007 and again in April 2011. Commissioner Ziegner's term expires April 2015.

Commissioner Ziegner is a vice-chair of the National Association of Regulatory Utility Commissioners' (NARUC) Committee on Electricity and is former chairman of its Clean Coal and Carbon Sequestration Subcommittee. He is also a member of the Mid-America Regulatory Conference.

Additionally, Ziegner was also former chairman of the Advisory Council of the Center for Public Utilities at New Mexico State University and a member of the Consortium for Electric Reliability Technology Solutions (CERTS) Industry Advisory Board. He is a former member of the Advisory Council of the Electric Power Research Institute (EPRI).

Ziegner is a native Hoosier. He earned his B.A. in history and journalism from Indiana University in 1976. He obtained his J.D. degree from the Indiana University School of Law in Indianapolis in 1979 and was admitted to the Indiana Bar and U.S. District Court in that same year.

Prior to joining the Commission, Ziegner served as a staff attorney for the Legislative Services Agency, where he developed his background in both utility and regulatory issues. As the agency's senior staff attorney, he specialized in legislative issues concerning utility reform, local measured telephone service, the citizen's utility board and pollution control. Most recently, Mr. Ziegner was the General Counsel for the IURC.

Ziegner, his wife, Barbara, and their daughter, Jennifer, reside in Greenwood and are members of the Northminster Presbyterian Church.

Executive Team



Loraine Seyfried
Chief Administrative Law Judge

Chief Administrative Law Judge **Loraine L. Seyfried** leads the Commission's staff of Administrative Law Judges who, along with the Commissioners, preside over docketed proceedings before the Commission. She assists in the management of the Commission's hearing docket by making initial recommendations on case assignments and procedure, overseeing the hearing process, and providing advice in the preparation and review of Commission Orders.



Joseph Sutherland
Executive Director

Executive Director **Joseph M. Sutherland** leads the Commission's governmental affairs group and serves as the chief liaison for legislative issues. He is also the senior supervisory authority over the Consumer Affairs Division. In addition, Sutherland oversees internal operations, including oversight of various ancillary functions such as information technology and public information as well as the Commission's financial affairs and budget.



Robert Veneck
Executive Director

Executive Director **Robert H. Veneck, Jr** leads the technical operations group and is the senior supervisory authority over the Commission's electricity, natural gas, water, sewer, communications, pipeline safety and energy policy divisions. In addition, Veneck directs the activities of the State Utility Forecasting Group at Purdue University for matters requested by the Commission.



Doug Webber
General Counsel

General Counsel **Doug J. Webber** serves as the chief legal advisor to the Commission, including acting as the Commission's Ethics Officer. Attorneys under General Counsel Webber provide complete legal support for all aspects of the Commission's operation. Additionally, they conduct legal research on a wide range of issues; participate in matters before the Federal Energy Regulatory Commission; and preside over Commission rulemakings.

Divisions & Offices

Electricity

Director **Brad Borum** manages the Electricity Division, which monitors and evaluates regulatory and policy initiatives that affect the industry.

The division reviews and advises the Commission on regulatory proceedings initiated by Indiana electric utilities involving increases in rates, environmental compliance plans, permission to build or purchase power generation plants, energy efficiency programs, and other matters. It also monitors electric utility performance for reliability and service quality. The Electricity Division's staff examine information from Commission-initiated investigations and assist the Commission in developing potential rulemakings.

The division is responsible for monitoring actions by the Federal Energy Regulatory Commission (FERC) that may affect Indiana's electric utilities. Staff also maintains the collection of annual reports for all jurisdictional electric utilities and manages the periodic earnings review of all publicly-, municipally- and cooperatively-owned utilities with more than 5,000 customers.

Due to the growing impact of regional and federal energy policies on Indiana, the IURC organized an intra-agency RTO/FERC team that has been chartered with monitoring, evaluating and recommending policy and positions regarding regional and federal energy issues to the IURC executive team and Commissioners. The RTO/FERC team actively monitors the activity of the two regional transmission organizations that operate in Indiana, the Midwest Independent Transmission System Operator, Inc. (Midwest ISO) and the PJM Interconnection, LLC (PJM), and represents the IURC at RTO committee meetings. The RTO/FERC team also prepares comments on behalf of the Commission and participates in FERC regulatory proceedings that affect Indiana utilities and consumers.



In addition to the responsibilities listed above, the RTO/FERC team provides counsel on docketed activities dealing with regional and federal energy issues that come before the Commission. It also works with the Integrated Resource Planning team to coordinate on matters affecting electric utilities' long-term resource plans.

Natural Gas

Natural Gas Division Director **Jane Steinhauer** manages staff in monitoring and evaluating regulatory and policy initiatives that affect the natural gas utility industry.

The division is responsible for examining and evaluating information from regulatory and policy related proceedings initiated by Indiana natural gas utilities involving gas cost adjustments, rates, service territories, Commission-initiated investigations and industry-related rulemakings. This includes analyzing various forms of alternative regulatory proposals, such as trackers, decoupling and customer choice for gas utility customers. Additionally, the division's responsibilities include advising the Commission on policy-related matters (e.g., gas

procurement practices) and financial-related matters such as revenue requirements and the allowed return in rate case proposals required for utilities to adjust their current rates and charges. The division verifies the accuracy of filings from utilities and other parties as a result of cases or regulatory compliance.

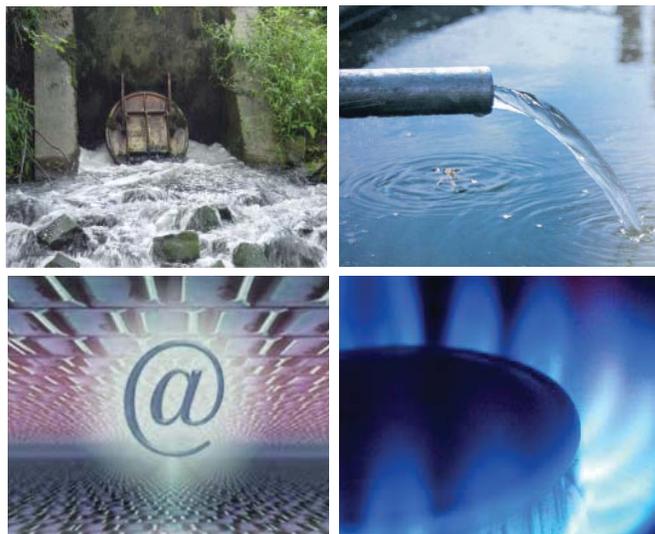
The division maintains the financial annual reports from the regulated natural gas utilities and monitors the periodic review of all publicly- and municipally-owned utilities with more than 5,000 customers. This division also coordinates with the Pipeline Safety Division, especially regarding costs associated with state and federal safety standards.

Pipeline Safety

Pipeline Safety Director **William Boyd** and his staff administer federal and state pipeline safety standards that apply to natural gas and hazardous liquid pipeline operators. These standards apply to all intrastate gas and hazardous liquid pipeline operators in Indiana regardless of whether they have withdrawn from the Commission's economic jurisdiction.

Pipeline Safety engineers enforce the minimum safety standards established by the U.S. Department of Transportation as they apply to the design, installation, inspection, testing, construction, extension, operation, replacement and maintenance of the pipeline facilities of natural gas and hazardous liquid pipeline operators. The division also enforces the U.S. Department of Transportation's anti-drug program for gas operators within Indiana as well as integrity management, operator qualification and damage prevention regulations. In addition, with the passing of modifications to IC § 8-1-26, Damage to Underground Facilities, the division is responsible for investigating possible violations of this law for potential civil penalties.

The division is funded jointly by the Commission and the U.S. Department of Transportation and works closely with its federal partners. Additionally, the division regularly sponsors or participates in various gas safety training programs each year. Pipeline Safety engineers work with operators of small gas systems (municipal utilities and master meters) to help them operate a safe and efficient gas system.



Water/Wastewater

Water/Sewer Director **Curt Gassert** and his team develop, monitor and evaluate regulatory and policy issues that affect the water and wastewater industries. The majority of the division's time is spent advising the Commission on technical matters, most significantly the appropriate level of revenues in rate cases.

Water/Sewer Division staff also provide assistance with utility investigations, Commission rulemakings, and complaints submitted to the Consumer Affairs Division. Billing disputes and the disconnection of service are the most common type of consumer complaint. The Commission's investigations, both formal and informal, frequently involve the resolution of problems created by small troubled water or wastewater utilities. Typical rulemakings include developing policies for water meter testing standards and criteria for processing differing types of utility requests for rate increases.

The division also processes requests by water and sewer utilities to change rates and charges through the

30-day filing process. The 30-day filing process is designed to allow certain types of requests, such as changes to reconnect fees and “trackers,” to be reviewed and approved by the Commission in a more expeditious and less costly manner than a formal docketed case.

Communications

Communications Director **Pamela Taber** and her staff manage Indiana-specific issues related to video and telecommunications services. The division executes the IURC authority as the sole video franchise authority in Indiana. It also provides policy advice on telecommunications issues such as dual-party relay service; 211 services; slamming and cramming; telecommunications providers of last resort; numbering and area code issues; and disputes between carriers.

Additionally, the division oversees the certification of Communications Service Providers and monitors competition in the communications industry by gathering, tracking and storing information about all types of communications providers and the areas where they offer their services in order to report to the General Assembly, as required by statute.

Consumer Affairs

Consumer Affairs Director **Kenya McMillin** and her staff ensure utility and customer compliance with Commission rules and regulations. The division’s primary responsibility is to mediate disputes between utilities and consumers.

In order to ensure such rules and regulations remain current, the division participates in the review and revision of the “Rules, Regulations and Standards of Service” for Indiana utilities.

Additionally, the division utilizes information gathered during its complaint handling process to alert the Commission to any unfavorable trends. If staff identifies a recurring problem, the division may request the initiation of an investigation by Commission staff or advise consumers of the policies and procedures available to petition the Commission for an investigation.



Public Information

External Communications Manager **Danielle McGrath** and her staff provide information to various groups both internally and externally on behalf of the Commission. She is responsible for informing the media about Commission actions and utility regulation in addition to having oversight of the Commission website. McGrath also serves as the point of contact for utility consultants, financial analysts and individual members of the public and is a member of the Governmental Affairs team.

Her responsibilities also include writing and distributing news releases, publishing yearly reports and assisting the media at Commission proceedings such as field hearings where the general public is able to comment on pending cases.

Information Technology

Information Technology Director **Wayne Remick** manages the Commission's electronic information systems. A primary role of the IT Division is to provide application support and assist the Indiana Office of Technology (IOT) with network services and general technical support for the Commission. The division also provides and supports the Commission's electronic Case Management System (eCMS).

State Utility Forecasting Group

The **State Utility Forecasting Group** (SUFG) was established by state law in 1985 to provide the Commission with an impartial projection of the future demand for electricity use in Indiana. The SUFG has been assisting the state for more than 20 years through its forecasts of electricity consumption, prices and resource requirements.

The SUFG, directed by Doug Gotham, also provides information for the General Assembly's Regulatory Flexibility Committee and testifies in certain proceedings before the Commission. The SUFG's offices are located at Purdue University in West Lafayette, Indiana.



Staff Roster

Appointed Officials

Jim Atterholt, Chairman
Kari Bennett, Commissioner
Larry Landis, Commissioner

Carolene Mays, Commissioner
David Ziegner, Commissioner

Executive Directors

Joseph Sutherland, Governmental/External Affairs
Loraine Seyfried, Chief Administrative Law Judge

Bob Veneck, Technical Operations
Doug Webber, General Counsel

Governmental Affairs & Operations

Danielle McGrath, Manager of External Communications
Mary Becerra, Business Manager

Graham Gray, External Affairs Specialist
Stacy Hunter, Document Center Coordinator

General Counsel

Doug Webber, General Counsel
Beth Krogel Roads, Legal Counsel RTO/FERC Issues

DeAnna Poon, Assistant General Counsel
David Welch, Assistant General Counsel

Administrative Law Judge

Loraine Seyfried, Chief Administrative Law Judge
David Veleta, Administrative Law Judge
Greg Ellis, Administrative Law Judge
Jeffery Earl, Administrative Law Judge

Aaron Schmoll, Senior Administrative Law Judge
Angela Weber, Administrative Law Judge
Lynda Ruble, Senior Court Reporter
Amy Tokash, Court Reporter

Electricity

Brad Borum, Director
Dale Thomas, Assistant Director
Mike Gallagher, Chief Accountant
Jim Ray, Director of Integrated Resource Planning
Steve Allen, Integrated Resource Planning
Devin Hartman, Integrated Resource Planning
Rich Brunt, Utility Analyst

Colleen Shutrump, Utility Analyst
George Stevens, Utility Analyst
Michael Whitmore, Utility Analyst
Mike Williams, Utility Analyst
Dave Johnston, Chief Technical Advisor for RTOs, FERC
Tia Elliot, Chief Technical Advisor for RTOs, FERC

Project Oversight

Jerry Webb, Director

Natural Gas

Jane Steinhauer, Director
Chris Lewis, Assistant Director
Grant Gray, Utility Analyst

Shanda Huggins, Utility Analyst
Keith Robinson, Utility Analyst
Carmen Pippenger, Utility Analyst

Staff Roster

Pipeline Safety

Bill Boyd, Director	Dan Novak, Pipeline Safety Engineer
Michael Orr, Assistant Director	Mike Enlow, Pipeline Safety Engineer
Howard Friend, Pipeline Safety Engineer	Jay Scherer, Pipeline Safety Engineer
John McLaughlin, Pipeline Safety Engineer	Chuck Weindorf, Pipeline Safety Engineer
Rich Medcalf, Pipeline Safety Engineer	

Water/Wastewater

Curt Gassert, Director	Dana Lynn, Utility Analyst
Joel Fishkin, Senior Utility Analyst	Marcus Turner, Utility Analyst
Brian Latham, Utility Analyst	Michelle Funk, Utility Analyst

Communications

Pam Taber, Director	Sally Getz, Utility Analyst
Karl Henry, Senior Utility Analyst	Brian Mahern, Utility Analyst

Consumer Affairs

Kenya McMillin, Director	Darian Unruh, Complaint Analyst
Patrick Evans, Senior Complaint Analyst	Sara Satterfield, Complaint Analyst

Information Technology

Wayne Remick, Director	Kevin Sosbe, Data/Security Specialist
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Executive Assistants

Brenda Howe	Sandy Gearlds
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Paralegals

Shala Coe	Bobi Culver
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Administrative Assistants

Connie Childress	Linda Demaree
Brandy Darlington	Kelsey Klingler

IURC Receptionist

Susan Stephens

Staff Directory

As a governmental agency whose operations affect the public, the Indiana Utility Regulatory Commission welcomes requests for information on matters affecting the utility industry.

Inquiries may be made by mail, phone, facsimile or the Internet.

Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 E
Indianapolis, IN 46204-3407

P: (317) 232-2701

F: (317) 232-6758

I: www.in.gov/iurc

Reception Desk.....	(317) 232-2701
Chairman or Commissioners.....	(317) 232-2705
Executive Directors.....	(317) 232-2703
General Counsel.....	(317) 232-2102
Electricity Division.....	(317) 232-2733
Natural Gas Division.....	(317) 232-0037
Pipeline Safety.....	(317) 233-9841
Water/Sewer Division.....	(317) 232-5559
Communications Divison.....	(317) 232-5559
Operations.....	(317) 233-8720
Document Center.....	(317) 232-2642
Court Reporting.....	(317) 232-2731
Media Inquiries.....	(317) 232-2297
Consumer Affairs Division.....	(317) 234-0572
Toll-free.....	(800) 851-4268
Call Before You Dig.....	811

Annual Budget

Fiscal Year 2010-2011

Expenses	Allotments	Expenditures
Personnel	\$6,558,712.15	\$6,222,759.89 (1)
Utilities	\$152,417.36	\$152,417.36
Contracts and External Services	\$904,540.55	\$851,671.86 (2)
Supplies and Materials	\$46,492.53	\$46,492.53
Capital and Equipment	\$909.99	\$909.99
Payments to other Government Units	\$0.00	\$0.00
Social Service Payments	\$22,177.12	\$22,177.12
Administrative and Operating Expenses	\$1,023,067.25	\$1,023,067.25
Total	\$8,708,361.95	\$8,319,496.00

(1) \$335,952.26 went to meet reserve requirements

(2) \$52,868.69 was encumbered as of fiscal year end but that amount will be spent against the FY 2011 budget

Public Utility Fee

Billable Portion of the Budget

2011-2012 Budget

Utility Regulatory Commission	\$8,342,105.00	
Utility Consumer Counselor	\$5,423,162.00	
Expert Witness Fund	\$852,000.00	
	Total 2011-2012 Budget	\$14,617,267.00

2010-2011 Budget Augmentations

Utility Regulatory Commission	--	--
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2009-2010 Reversions

Utility Regulatory Commission	\$333,429.59	
Utility Consumer Counselor	\$372,772.66	
Expert Witness Fund	\$73,673.40	
	Total 2009-2010 Reversions	\$779,875.65
	Billable Portion of the 2011-2012 Budget	\$13,837,391.35

2010 Utility Intra-State Revenues

Electric Utilities	\$7,309,735,928.92	
Gas Utilities	\$1,411,912,319.25	
Sewer Utilities	\$29,493,322.45	
Telecommunications Utilities	\$2,775,465,278.38	
Water Utilities	\$214,831,357.20	
	Total Intra-State Revenues	\$11,741,438,206.20

2011-2012 Public Utility Fee Billing Rate

Billable Portion of the 2011-2012 Budget	\$13,837,391.35	
Divide By: Total 2010 Utility Intra-State Revenues	\$11,741,438,206.20	
	2011-2012 Public Utility Fee Billing Rate	0.00117851

Consumer Affairs

Fiscal Year 2010-2011

Natural Gas		Electric	
Complaint Type	Number	Complaint Type	Number
Billing Disputes	175	Billing Disputes	477
High Bills	45	High Bills	168
Deposits	37	Deposits	76
Unpaid Bills	15	Unpaid Bills	41
Service Charges	14	Error	25
Estimates	11	Estimates	23
Other	53	Equipment/Meter	23
		Payment Arrangement	23
Disconnections	82	Other	98
Interruptions	21		
Unpaid Bills	17	Disconnections	239
Payment Arrangements	9	Unpaid Bills	66
Deposits	6	Interruptions	62
Other	29	Payment Arrangements	46
		Deposits	9
Inquiry Only	246	Other	56
Service Charges	45		
Rates	42	Inquiry Only	629
Deposits	27	Rates	209
No Jurisdiction	18	Interruptions	44
High Bills	14	Payment Arrangements	42
Other	100	Deposits	37
		Compensation	30
Service Related	52	Tree Trimming	22
New Service	23	Other	245
Unpaid Bills	9		
Equipment/Meter	5	Service Related	106
Interruptions	3	Interruption	28
Other	12	New Service	26
		Unpaid Bills	14
Pipeline Safety	2	Equipment/Meter	7
Response Time	1	Tree Trimming	6
Other	1	Other	25
Total Complaints	557	Total Complaints	1,451
Total Adjustments	33,730.90	Total Adjustments	\$55,225.33

Consumer Affairs

Fiscal Year 2010-2011

Video		Telecom	
Complaint Type	Number	Complaint Type	Number
Inquiry Only	727	Billing Disputes	163
No Jurisdiction	172	Cramming	93
Interruptions	100	Slamming	70
Rates	89		
High Bills	45	Disconnections	2
Internet	41	Porting	2
Service Charges	40		
Other	240	Inquiry Only	1,307
		Interruptions	218
Service Related	34	No Jurisdiction	214
Response Time	27	Internet/DSL	141
Porting	7	Wireless	90
		Rates	68
Total Complaints	761	High Bills	56
Total Adjustments	\$7,226.81	Service Charges	51
		Other	469
		Service Related	16
		Porting	13
		Slamming	3
		Total Complaints	1,307
		Total Adjustments	\$44,270.22

Consumer Affairs

Fiscal Year 2010-2011

Water/Sewer

Complaint Type	Number
Billing Disputes	336
High Bills	158
Estimates	55
Service Charges	21
Sub-Metering	19
Error	14
Equipment/Meter	13
Other	56
Disconnections	77
Interruption	23
Unpaid Bills	14
Payment Arrangements	14
Error	5
Equipment/Meter	5
Other	16
Inquiry Only	392
Rates	124
High Bills	36
No Jurisdiction	28
Service Charges	27
Unpaid Bills	17
Other	160
Service Related	43
New Service	10
Equipment/Meter	9
Interruption	4
Unpaid Bills	3
Other	17
Total Complaints	848
Total Adjustments	\$32,875.54



Commission Rulemakings

Final Rulemakings	IURC RM #	LSA Doc #	Approval Date	Effective Date
Rules governing Distribution System Improvement Charges (DSIC)	11-06	11-397	8/24/11	Estimated mid-October 2011
Net metering of electricity	09-10	10-662	7/27/11	7/18/11
Procedures for resolving violations of underground plant protection laws	09-03	10-184	5/11/11	6/24/11
Net metering readoptions	10-02	10-605	11/10/10	12/13/10
Replacement of the current telecommunications rules located at 170 IAC 7	09-09	09-478	9/1/10	11/3/10

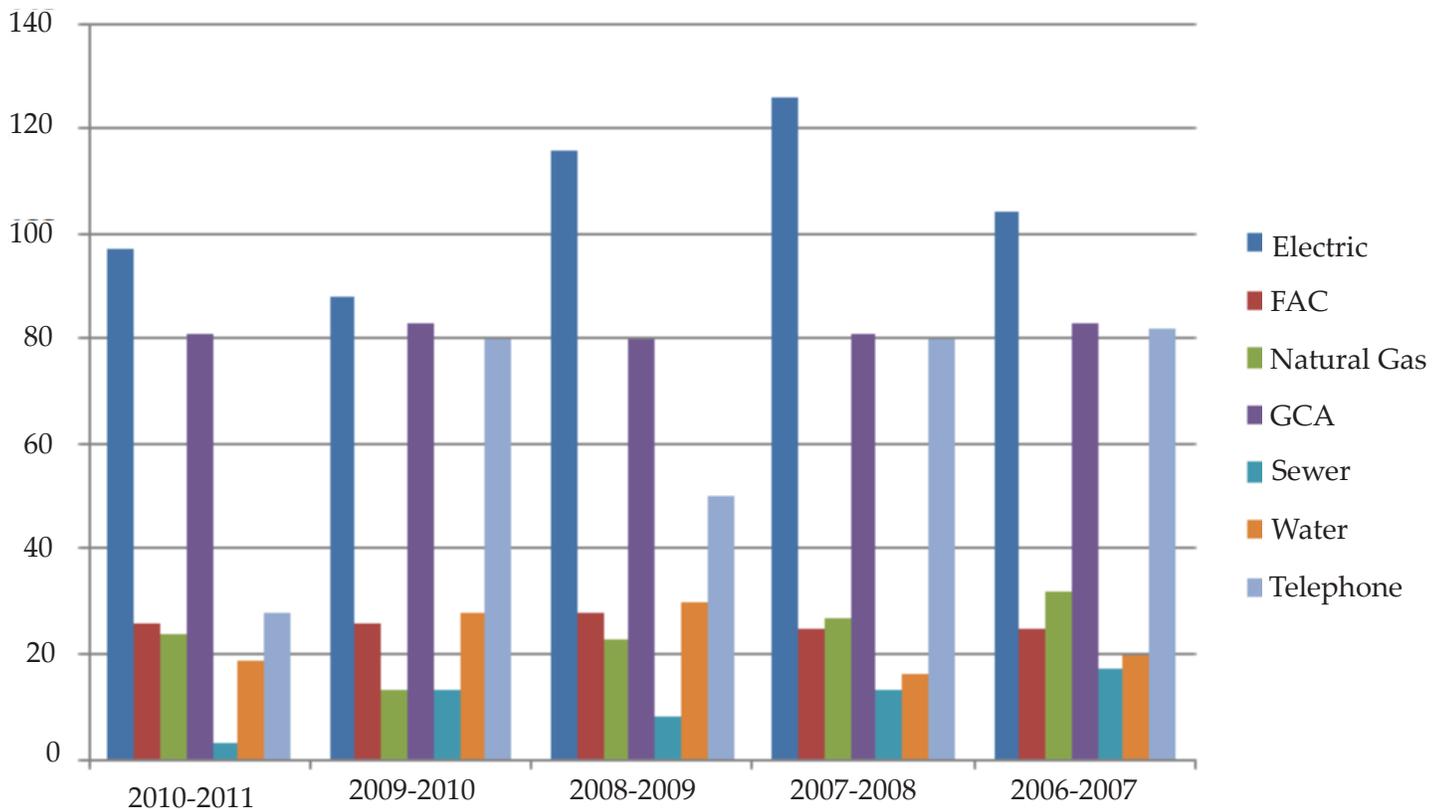
Proposed Rulemakings	IURC RM #	LSA Doc #
Notice of proposed rulemaking to amend 170 IAC 6-1.1-4 to require a utility to give notice to its wholesale customers when it makes a Distribution System Improvement Charge (DSIC) filing and amends 170 IAC 6-1.1-8 to require utilities to file reconciliation reports for all reconciliation periods	09-04	11-426
Notice of proposed rulemaking to add 170 IAC 7-8 establishing the Indiana Lifeline Assistance Program	10-01	10-478

Pre-Rulemaking Workshops	IURC RM #	Start Date
Tree trimming	10-04	12/15/10

Petitions Filed

Five-Year Comparison

Petition Type	2010-2011	2009-2010	2008-2009	2007-2008	2006-2007
Electric	97	88	116	126	104
FAC	26	26	28	25	25
Natural Gas	24	13	23	27	32
GCA	81	83	80	81	83
Sewer	3	13	8	13	17
Water	19	28	30	16	20
Telephone	28	80	50	80	82
Total	278	331	335	368	394



Rate Changes

Fiscal Year 2010-2011

Cause No.	Utility	Industry	Status	Date Filed	Most Recent Order
44042	Southern Indiana Gas and Electric Company	Gas	Pending	6/29/2011	---
44022	Indiana-American Water Company, Inc., et al.	Water	Pending	5/2/2011	6/16/2011
43979	South Bend Municipal Water	Water	Pending	12/22/2010	2/23/2011
43974	Aqua Indiana South Haven	Sewer	Pending	11/29/2010	3/30/2011
43969	Northern Indiana Public Service Company	Electric	Pending	11/19/2010	1/5/2011
43966	Damon Run Conservancy District, et al.	Water	Pending	11/15/2010	---
43957	Twin Lakes Utilities, Inc.	Water	Pending	9/30/2010	1/5/2011
43975	Citizens Gas, et al.	Gas	Decided	12/16/2010	8/31/2011
43976	Indiana Gas Company, Inc.	Gas	Decided	11/19/2010	4/5/2011
43970-U	Hillsdale Water Corporation	Water	Decided	11/19/2010	9/7/2011
43964	Marshall County REMC	Electric	Decided	11/9/2010	5/25/2011
43962-U	Consumers Indiana Water Company, Inc.	Water	Decided	11/1/2010	7/27/2011
43952-U	Southern Monroe Water Corporation	Water	Decided	9/17/2010	5/11/2011
43948-U	Van Buren Water, Inc.	Water	Decided	9/10/2010	3/2/2011
43949-U	Heir Industries, Inc.	Sewer	Decided	9/10/2010	7/27/2011
43939	Bloomington Municipal Water, et al.	Water	Decided	8/18/2010	3/2/2011
43934	Rhorer Harrel & Schacht Roads Water Corp.	Water	Decided	8/5/2010	3/2/2011
43926	Southern Indiana Gas and Electric Company	Gas	Decided	7/26/2010	11/4/2010

Significant Cases

Pending

Cause No. 43114 IGCC-4 S-1

Duke Energy Indiana (DEI)

DEI has requested approval of its updated cost estimate for the Edwardsport Integrated Gasification Combined Cycle (IGCC) project. Once complete, the IGCC facility will be the first commercial-scale clean coal plant of its kind built in the United States in the last 10 years. The revised cost estimate is now proposed at \$2.88 billion, which is \$530 million above the estimate approved in January 2009.

Cause No. 43653

Duke Energy Indiana (DEI)

DEI requested approval to recover the costs of a carbon storage study for the Edwardsport IGCC facility. The proposed carbon management study includes limited site assessment and characterization activities in the amount of approximately \$42 million. Deferred cost recovery was also requested.

Cause Nos. 43955 (DEI) and 43960 (IPL)

Demand-Side Management Programs

In response to the Commission's 2009 DSM Order, which required the state's jurisdictional electric utilities to implement five core conservation programs and set aggressive future energy savings goals, the five investor-owned electric utilities filed their three-year DSM plans in 2010. The plans also included proposals for additional "core-plus" programs that would better enable the utilities to meet the savings goals.

Consolidated Cause Nos. 43956, 44031, and 44032

Duke Energy Indiana (DEI), Wabash Valley Power Association (WVPA), and Duke Energy Vermillion II, LLC

DEI is requesting a Certificate of Public Convenience and Necessity (CPCN) for the purchase of 62.5% of the Vermillion Generating Station, located in Cayuga, Indiana. WVPA requests a CPCN to increase its ownership share of the Vermillion Generating Station from its current share of 25% to 37.5%. Duke Energy Vermillion II, LLC is the selling party. If approved, DEI and WVPA would be sole owners of the Vermillion Generating Station. If the CPCN is denied or the purchase does not take place, DEI is requesting a CPCN be granted to convert its Gallagher Units 1 and 3 stations to natural gas fired units (the units currently utilize coal). DEI requests special accounting treatment associated with its CPCN requests as well. DEI is also requesting recovery of capital and O&M costs and depreciation expense for the dry sorbent injection technology for Gallagher Generating Station Units 2 and 4 through Standard Contract Rider Nos. 62 and 71. Additionally, DEI is requesting cost recovery related to the surrender to the U.S. Environmental Protection Agency of certain sulfur dioxide emission allowances through Standard Contract Rider Nos. 63 and 70.

Cause No. 43957

Twin Lakes Utilities, Inc.

Twin Lakes Utilities, Inc. (Twin Lakes) is requesting to increase water rates by 42% and sewer rates by 19% to support capital expenditures, such as replacing a portion of sewer main, upgrading lift stations, and replacing well pumps. Twin Lakes is also requesting to modify the rate design, change the billing cycle from bi-monthly to monthly, and make numerous changes to non-recurring charges.

Cause No. 43969

Northern Indiana Public Service Co. (NIPSCO)

NIPSCO filed for rate relief in November 2010, less than three months after the Final Order in its previous rate case was issued. A few months later, the Commission suspended the compliance schedule in the latter case due to the parties' expectations that the newer rates will be in effect by the end of the year. The Commission is

Significant Cases

Pending

currently considering a settlement agreement filed by a majority of the parties in the case, which reduces the proposed base rate increase from \$200 million to \$134 million and the proposed return on equity from 11.75% to 10.2%.

Cause No. 43974

South Haven Sewer Works, Inc. d/b/a Aqua Indiana, Inc.

South Haven is requesting Commission approval of a 19.45% across-the-board increase in recurring monthly rates and charges for sewage to support higher capital expenditures to comply with a Consent Decree to reduce sanitary sewer overflows.

Cause No. 43976

Indiana Finance Authority (IFA) and Indiana Gasification, LLC (IG)

The IFA and IG are requesting approval of an SNG purchase and sales agreement; for the Commission to order Indiana regulated energy utilities to enter into a management agreement with IFA, if necessary; and for the Commission to decline jurisdiction over IG.

Cause No. 43995

Boonville Natural Gas Corporation, et al.

The eight small LDCs are requesting authority to implement gas energy efficiency programs, along with mechanisms to recover the costs of the programs and decouple recovery of the LDCs' fixed costs from their natural gas sales. The LDCs and the OUCC have entered into a settlement agreement.

Cause No. 44001

Northern Indiana Public Service Co. (NIPSCO)

NIPSCO is requesting the continuation of its gas energy efficiency programs, along with deferral of associated start-up costs for future recovery through an energy efficiency tracker.

Cause No. 44012

Northern Indiana Public Service Co. (NIPSCO)

NIPSCO is requesting a Certificate of Public Convenience and Necessity for the construction of pollution control property necessary to comply with environmental regulations. NIPSCO estimates its proposed projects will require an approximate \$845 million capital investment. NIPSCO is requesting that costs associated with these projects be recovered through its environmental cost recovery trackers. The proceeding was divided into two phases.

Cause No. 44014

Commission Investigation

The Commission initiated an investigation into Roachdale Municipal Gas Utility's compliance with pipeline safety standards and any matter relating to the condition, operation, maintenance, and safety of Roachdale's gas distribution system. The investigation was opened on April 5, 2011 at the request of the IURC's Pipeline Safety Division, pursuant to IC ch. 8-1-22.5.

Cause No. 44018

Indianapolis Power & Light (IPL)

IPL is requesting to modify the terms of its Renewable Energy Production (REP) tariff, which was approved as a three-year pilot program in 2010 to encourage ratepayer investment in small electric generating projects pow-

Significant Cases

Pending

ered by renewable energy. IPL purchases the renewable energy from eligible projects at rate levels that justify the investment. IPL seeks to modify the tariff to make large commercial projects ineligible, thereby preserving the program's authorized capacity for the company's more traditional customers.

Cause No. 44020

ArcelorMittal USA and United States Steel Corporation

ArcelorMittal and U.S. Steel filed a complaint with the Commission against NIPSCO regarding its customer security deposit rules for non-residential customers. This complaint remained an unresolved issue from Cause No. 43894 in which the parties sought to settle the issue through joint negotiations. Since a compromise was not reached, the parties filed this case. The complainants believe NIPSCO's current rule (Rule 10.2) in its tariff gives NIPSCO overly-broad discretion regarding the amount a customer should pay for a security deposit. NIPSCO's non-residential customers have no right to appeal NIPSCO's decision regarding the security deposits. NIPSCO is able to retain the security deposit for the duration of providing service to the customer. This case has been suspended at the request of the parties, pending the results of the Commission's findings in NIPSCO's electric rate case (Cause No. 43969).

Cause No. 44021

Vectren Energy Delivery of Indiana, Inc.

Vectren Energy Delivery of Indiana, Inc. is requesting approval to add an additional hedging tool in the form of multi-year purchase contracts to its portfolio approach of procuring gas.

Cause No. 44022

Indiana American Water Company, Inc.

Indiana American Water Company, Inc. is seeking an increase in operating revenues by approximately \$19 million or 9.76% to support higher capital expenditures, reduced water consumption, and a higher cost of equity. Due to the shift toward single tariff pricing, the proposed increases for residential customers in districts such as Warsaw and West Lafayette are close to 40% and 60% respectively and close to 18% for wholesale customers.

Cause No. 44033

Indiana Michigan Power (I&M)

I&M is requesting a Certificate of Public Convenience and Necessity to install a flue gas desulfurization system and a selective catalytic reduction system on one of its Rockport units in order to reduce emissions of SO₂ and NO_x. The cost of the requested projects is estimated to be \$1.41 billion, of which I&M's ownership share is \$707 million (I&M jointly owns the two Rockport units with AEP Generating Company). I&M is also requesting to recover costs associated with the projects through its environmental cost recovery tracker.

Cause No. 44053

CWA Authority Inc.

In Cause No. 43936, the IURC approved the concept of an environmental compliance plan recovery mechanism (ECPRM) that would permit the CWA Authority to adjust wastewater rates periodically to have the funds available to pay for its environmental compliance plan expenditures to support the consent decree to reduce sanitary sewer overflows. However, the IURC did not approve the details of the ECPRM. Instead, the Commission established a separate docket to do so and has included a series of technical conferences in the procedural schedule.

Significant Cases

Decided

Cause Nos. 41052 ETC 54; 41052 ETC 55; 41052 ETC 56

TracFone Wireless, Inc., Virgin Mobile USA, L.P., and i-wireless, LLC

The IURC designated these prepaid wireless providers as eligible telecommunications providers for the purpose of offering prepaid wireless services supported by the Universal Service Fund's Lifeline program. The companies are offering a free handset and minutes to eligible customers.

Cause No. 42693-S1

Commission DSM Investigation

In December 2009, the Commission completed its investigation into energy conservation and savings and issued an Order that instructed the state's jurisdictional electric utilities to create statewide coordinated or "core" demand-side management (DSM) programs. The Commission also ordered the formation of a DSM Coordination Committee (DSMCC), which was tasked with hiring a third-party administrator (TPA), to oversee and coordinate the core programs for the utilities, and an EM&V administrator, who will evaluate, measure and verify the DSM programs to ensure their effectiveness. The Commission has since approved the DSMCC's choice for the TPA and EM&V entities and expects the launch of the core programs to occur at the beginning of 2012.

Cause No. 43645

Indianapolis Department of Waterworks (Indianapolis Water)

In 2009, the IURC granted the Indianapolis Department of Waterworks an emergency rate increase of 12.27% and added several conditions aimed at reducing costs and creating financial safeguards. In the proceeding for permanent rate relief, Indianapolis Water requested a 34.97% rate increase but was only authorized an increase of 25.99%.

Cause No. 43657

Northern Indiana Public Service Co. (NIPSCO), ArcelorMittal USA, ArcelorMittal Burns Harbor, LLC., ArcelorMittal Indiana Harbor, Inc., I/N Kote LP, and I/N Tek LP

Several ArcelorMittal facilities filed a complaint against NIPSCO and requested that the Commission find its facilities were entitled to receive natural gas service under tariff Rider 328 FT as of April 2, 2008. Further, ArcelorMittal requested that NIPSCO recalculate bills, as necessary, and issue refunds for any overcharges. It also requested that the Commission direct NIPSCO to cease assigning maximum daily quantities on a unilateral basis and otherwise cease its unreasonable application of Rider 328 FT. Conversely, NIPSCO requested that the Commission determine certain ArcelorMittal's facilities are ineligible to receive service under Rider 328 FT and that the remaining ArcelorMittal facilities remain ineligible until they execute a contract with NIPSCO for assigned maximum daily quantities. NIPSCO also requested the Commission determine its assignment of maximum daily quantities values was reasonable. The Commission determined that the four disputed ArcelorMittal facilities are eligible to receive service under NIPSCO's tariff Rider 328 FT as of June 1, 1999, the effective date of Rider 328 FT. Additionally, the Commission authorized NIPSCO to establish maximum daily quantities using a customer's peak day usage for the previous ten-year period for customers receiving service under the terms of Rider 328 FT.

Cause No. 43839

Southern Indiana Gas & Electric Co. (SIGECO)

The Commission approved new base rates and charges for SIGECO. The electric company initially proposed a 6% increase in revenue and a rate design that would decouple non-industrial sales volumes from the recovery of the company's fixed costs. SIGECO's proposal for decoupling presented an issue of first impression in Indiana. The Commission granted SIGECO a 10.4% return on equity and denied the decoupling mechanism.

Significant Cases Decided

Cause No. 43855 and Cause No. 43883

Indiana-American Water Company, Inc.

In Cause No. 43883, Indiana-American sought approval for its proposed acquisition of the Town of New Whiteland's water system. The proposed purchase price included plant funded with Contributions in Aid of Construction (CIAC), which must be excluded from a utility's rate base. Because the parties did not offer any evidence as to the amount of CIAC included in the purchase price, the Commission could not determine the fair value for New Whiteland's system for purposes of making a determination on the proposed acquisition. Similarly, in Cause No. 43855, Indiana-American sought approval for its proposed acquisition of the Town of Riley's water system, wherein the purchase price also included CIAC. However, in this instance, the record contained sufficient evidence for the Commission to determine the amount of CIAC for purposes of determining the fair value of the water system for ratemaking purposes. In approving the proposed transfer, the Commission further noted that payment of the full purchase price would result in an acquisition adjustment, which was not supported by the evidence and was therefore denied.

Cause No. 43874

Utility Center, Inc.

Utility Center, Inc. sought an increase in operating revenues for its water and sewer utility services, 16.64% and 18.48% respectively. The increases were requested, in part, to support expenses for softening of the water, improvements to a treatment plant, and conversion to a new billing system. The IURC authorized a 7.18% rate increase for water and an 8.36% rate increase for sewer.

Cause Nos. 43885 & 43967

Vectren North (Indiana Gas Company)

Vectren North received Commission approval in Cause Nos. 43885 and 43967 to adjust its rates through the pipeline safety adjustment mechanism to recover costs associated with the compliance of the Federal Pipeline Safety Improvement Act of 2002. Vectren North also received authority in Cause No. 43967 to continue the application of the pipeline safety adjustment through July 31, 2013.

Cause No. 43894

Northern Indiana Public Service Co. (NIPSCO)

In NIPSCO's first base rate case in more than twenty years, the Commission decreased residential gas rates by roughly \$5 million or 3.3% from existing rates and approved a settlement agreement reached by all parties. In the settlement agreement, the parties agreed to an overall rate reduction of 6.13% or \$14.8 million and reached a comprehensive agreement that resolved all issues, including the structure and design of new gas rates for NIPSCO.

Cause No. 43897

Switzerland County Natural Gas Co.

The Commission approved an increase in rates and charges for Switzerland County, based on an 8.16% return on rate base of \$744,058 to produce an opportunity to earn a net operating income of \$60,716. Switzerland County was authorized to produce \$79,877 of additional operating revenues.

Cause Nos. 43912 (NIPSCO), 43938 (SIGECO) and 43959 (I&M)

Demand-Side Management (DSM) Programs

In response to the Commission's 2009 DSM Order, which required the state's jurisdictional electric utilities to implement five core conservation programs and set aggressive future energy savings goals, the five

Significant Cases

Decided

investor-owned electric utilities filed their three-year DSM plans in late 2010. The plans also included proposals for additional, “core-plus” programs that would better enable the utilities to meet the savings goals. The Commission approved DSM Plans for NIPSCO, SIGECO, and I&M in 2011.

Cause No. 43922

Northern Indiana Public Service Co. (NIPSCO)

The Commission approved a settlement agreement between NIPSCO, the Office of Utility Consumer Counselor, and Bio Town Ag, Inc. This modified NIPSCO’s general rules and regulations applicable to its net metering rule and approved an experimental rate for a renewable feed-in tariff. The Commission also found that NIPSCO’s feed-in tariff allows the opportunity for the development of larger-scale renewable energy sources, while protecting ratepayers from unreasonable costs.

Cause No. 43926

Vectren South (SIGECO)

Vectren South received Commission approval to adjust its rates through the pipeline safety adjustment mechanism in order to recover costs associated with compliance with the Federal Pipeline Safety Improvement Act of 2002.

Cause No. 43936

Citizens Energy Group, CWA Authority Inc. and City of Indianapolis

The IURC approved a settlement among all parties that allowed the transfer of the City of Indianapolis water utility and sewer utility to Citizens Energy Group and CWA Authority Inc., respectively. This transfer placed both utilities under the Commission’s jurisdiction. As part of the settlement, water rates will not change for two years and sewer rates will increase 10.75% in each of the next two years. Citizens Energy Group will issue \$915,655,000 in debt to replace and refund certain long-term debt owed by the city. The CWA Authority will pay \$262,600,000 for the wastewater system and assume or otherwise satisfy its outstanding debt. The total amount of debt issued by CWA Authority Inc. will be \$611,992,000. As part of the transfer, Veolia will no longer operate the water system, but United will continue to operate the sewer utility.

Cause No. 43939

City of Bloomington

The City of Bloomington (Bloomington) sought authority to borrow up to \$42 million to finance capital projects needed to provide additional capacity to serve its current and future customer base. Bloomington also requested an across-the-board rate increase of 54% in two phases: the first phase (22.34%) covering operating costs and the second phase (25.88%) used to cover debt service. The Office of Utility Consumer Counselor (OUCC) and Bloomington reached a settlement, which the Commission approved, whereby Bloomington would increase its rates based on the OUCC’s recommendations. As part of the case, Bloomington proposed and received approval to hire a full-time water conservation coordinator.

Cause Nos. 43941, 43942, and 43943

Northern Indiana Public Service Co. (NIPSCO), Northern Indiana Fuel & Light Co. (NIFL), and Kokomo Gas & Fuel (Kokomo)

The Commission issued an Order authorizing NIFL and Kokomo to merge into NIPSCO. In addition, Kokomo and NIFL were approved to charge the same rates as approved in NIPSCO’s rate case in Cause No. 43894.

Significant Cases

Decided

Cause No. 43963

Citizens Gas & Coke Utility, Vectren North, Vectren South, I.G.C.G, and ProLiance Energy, LLC

The parties to this case received approval of an Alternative Regulatory Plan under IC ch. 8-1-2.5 for alternative utility regulation establishing flexible terms, rates, and charges for certain retail energy services, including continued use of a gas cost incentive mechanism and approval of new supply agreements with ProLiance Energy, LLC.

Cause No. 43968

Indiana Gas Company (Indiana Gas) & Southern Indiana Gas and Electric Company (SIGECO)

The Commission found that Indiana Gas' disposition of its tenancy-in-common interest in its Ohio Properties is in the public interest. The disposition brings administrative efficiencies with respect to Vectren North's accounting functions.

Cause No. 43980

Indiana Michigan Power (I&M)

On August 10, 2011, the Commission issued a Final Order approving the settlement between I&M and the City of Fort Wayne. The parties had been in dispute over the termination of a long standing lease between the two, and after much negotiation, they presented a settlement. Under the deal, I&M will pay Fort Wayne \$39.2 million over 15 years, with \$5 million of that upfront. I&M will be the exclusive electric supplier in Fort Wayne, and the city will waive claims to service and property. The city will also be able to access a trust fund it built up over the course of the lease, valued at \$36 million.

Cause Nos. 44004 and 43977

Commission Investigation

The Commission authorized an "instant mirroring" process for TDS Telecom and, subsequently in its investigation in Cause No. 44004, all LECs seeking Commission approval of intrastate access tariffs that mirror, adopt or concur in the rates, charges, terms and/or conditions set forth in an interstate access tariff. The Commission found this process promotes the cost minimization principles of IC § 8-1-2.6-2(c)(1) and the public interest objectives of IC § 8-1-2.6-2(d).

Cause No. 44005

Citizens Thermal

The Commission approved a 20-year contract between Citizens Thermal and the Health and Hospital Corporation (HHC), which will operate the new Wishard Hospital. Citizens Thermal will extend its distribution network to the hospital and provide both primary and back-up steam service. In order to provide back-up service, the utility will build, own and operate a boiler plant adjacent to the hospital.

Residential Electric Bill

Jurisdictional Electric Utility Residential Customer Bill Year-to-Year Comparison for 1000 kWh Usage July 1, 2011 Billing

<i>Municipal Utilities</i>	2011	2010	% Change
Anderson Municipal	\$93.92	\$88.95	5.58%
Auburn Municipal	\$67.63	\$58.59	15.44%
Columbia City Municipal	\$98.41	\$86.65	13.57%
Crawfordsville Municipal	\$90.95	\$81.29	11.89%
Frankfort Municipal	\$82.79	\$77.97	6.18%
Kingsford Heights Municipal	\$94.82	\$98.68	-3.91%
Knightstown Municipal	\$94.25	\$85.43	10.32%
Lebanon Municipal	\$88.18	\$84.52	4.33%
Logansport Municipal	\$110.57	\$90.09	22.73%
Mishawaka Municipal	\$84.45	\$83.18	1.52%
Peru Municipal	\$96.10	\$86.89	10.61%
Richmond Municipal	\$89.16	\$84.43	5.60%
Tipton Municipal	\$88.32	\$82.78	6.69%
Municipal Averages	\$90.73	\$85.43	8.27%

<i>Cooperative Utilities</i>	2011	2010	% Change
Harrison County REMC	\$115.09	\$109.60	5.01%
Jackson County REMC	\$113.02	\$90.82	24.44%
Marshall County REMC	\$147.50	\$133.10	10.82%
Northeastern REMC	\$114.06	\$112.93	1.00%
Cooperative Averages	\$122.42	\$111.61	9.68%

<i>Investor-Owned Utilities</i>	2011	2010	% Change
Duke Energy Indiana	\$104.61	\$96.33	8.60%
Indiana Michigan Power	\$84.65	\$81.45	3.93%
Indianapolis Power & Light Co.	\$88.86	\$85.75	3.62%
Northern Indiana Public Service Co.	\$110.37	\$105.55	4.56%
Southern Indiana Gas & Electric d/b/a Vectren	\$155.10	\$132.65	16.92%
Investor-Owned Averages	\$108.72	\$100.35	8.34%

Electric Bill Survey

Residential Customers

Jurisdictional Electric Utility Residential Customer Bill Survey

July 1, 2011 Billing

← kWh Consumption →

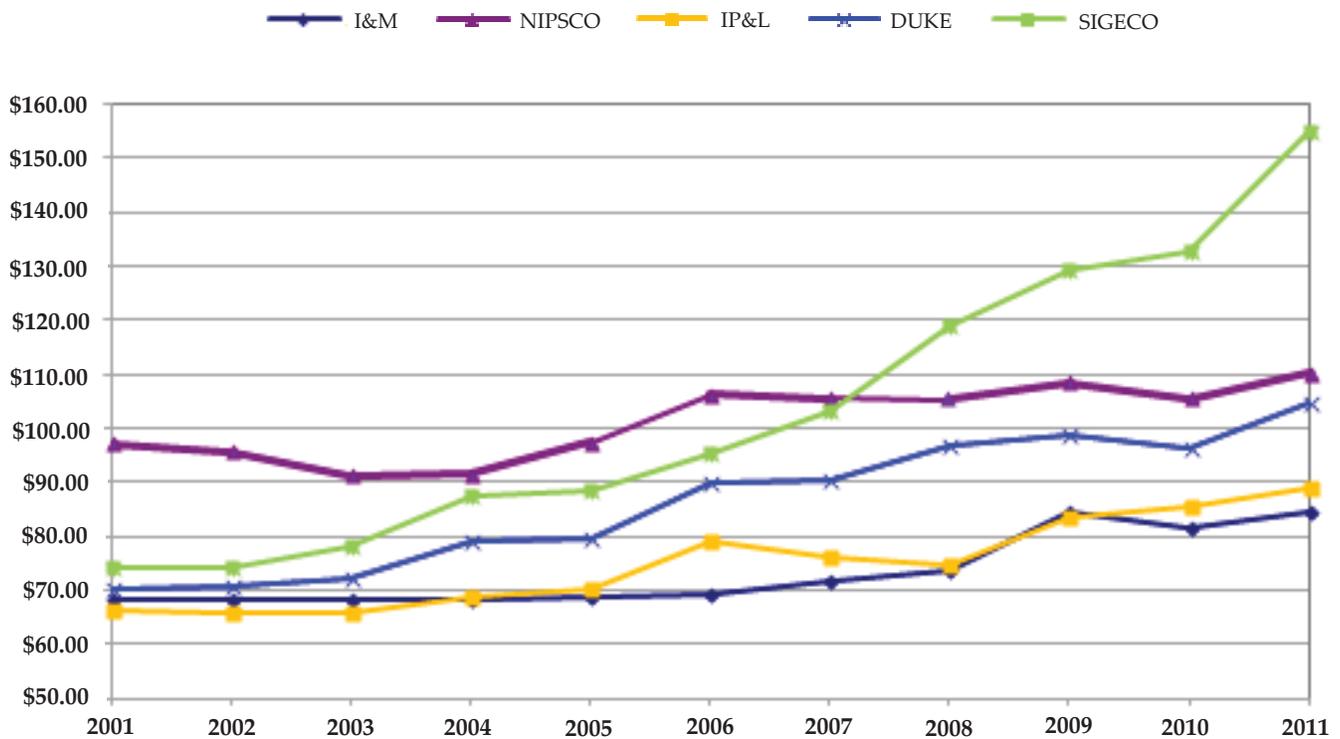
<i>Municipal Utilities</i>	500	1000	1500	2000
Anderson Municipal	\$51.88	\$93.92	\$135.95	\$175.78
Auburn Municipal	\$36.32	\$67.63	\$98.95	\$130.27
Columbia City Municipal	\$53.23	\$98.41	\$143.59	\$188.76
Crawfordsville Municipal	\$52.97	\$90.95	\$128.92	\$166.90
Frankfort Municipal	\$46.53	\$82.79	\$119.04	\$151.00
Kingsford Heights Municipal	\$49.16	\$94.82	\$140.48	\$186.13
Knightstown Municipal	\$49.43	\$94.25	\$134.77	\$175.29
Lebanon Municipal	\$47.48	\$88.18	\$125.09	\$161.99
Logansport Municipal	\$59.69	\$110.57	\$159.03	\$206.49
Mishawaka Municipal	\$47.22	\$84.45	\$121.68	\$158.90
Peru Municipal	\$51.34	\$96.10	\$139.25	\$182.41
Richmond Municipal	\$52.35	\$89.16	\$125.97	\$161.04
Tipton Municipal	\$47.16	\$88.32	\$127.19	\$166.06
<i>Cooperative Utilities</i>				
Harrison County REMC	\$69.51	\$115.09	\$156.75	\$198.40
Jackson County REMC	\$65.51	\$113.02	\$160.53	\$208.04
Marshall County REMC	\$83.50	\$147.50	\$200.00	\$252.50
Northeastern County REMC	\$66.25	\$114.06	\$161.86	\$204.16
<i>Investor-Owned Utilities</i>				
Duke Energy Indiana	\$62.81	\$104.61	\$141.53	\$178.49
Indiana Michigan Power	\$45.72	\$84.65	\$123.57	\$162.50
Indianapolis Power & Light Co.	\$55.68	\$88.86	\$122.03	\$155.20
Northern Indiana Public Service Co.	\$58.56	\$110.37	\$162.17	\$213.98
Southern Indiana Gas & Electric Co. D/B/A Vectren	\$83.05	\$155.10	\$227.15	\$299.20
Average for 2011 Survey	\$56.15	\$100.58	\$143.43	\$185.61
Average for 2010 Survey	\$51.83	\$92.62	\$131.78	\$170.26
% Change	8.34%	8.60%	8.84%	9.01%

Electric Bill Comparison

Residential Customers

Utility	5-Year Change	10-Year Change
Indiana Michigan Power	\$15.39 22.2%	\$16.41 24.0%
Indianapolis Power & Light	\$9.95 12.6%	\$22.36 33.6%
Northern Indiana Public Service Co.	\$4.02 3.8%	\$13.21 13.6%
Duke Energy Indiana	\$14.88 16.6%	\$34.18 48.5%
Southern Indiana Gas & Electric Co.	\$59.85 62.8%	\$80.91 109.0%

10-Year Investor-Owned Utility Comparison



Electric Bill Comparison

Residential Customers

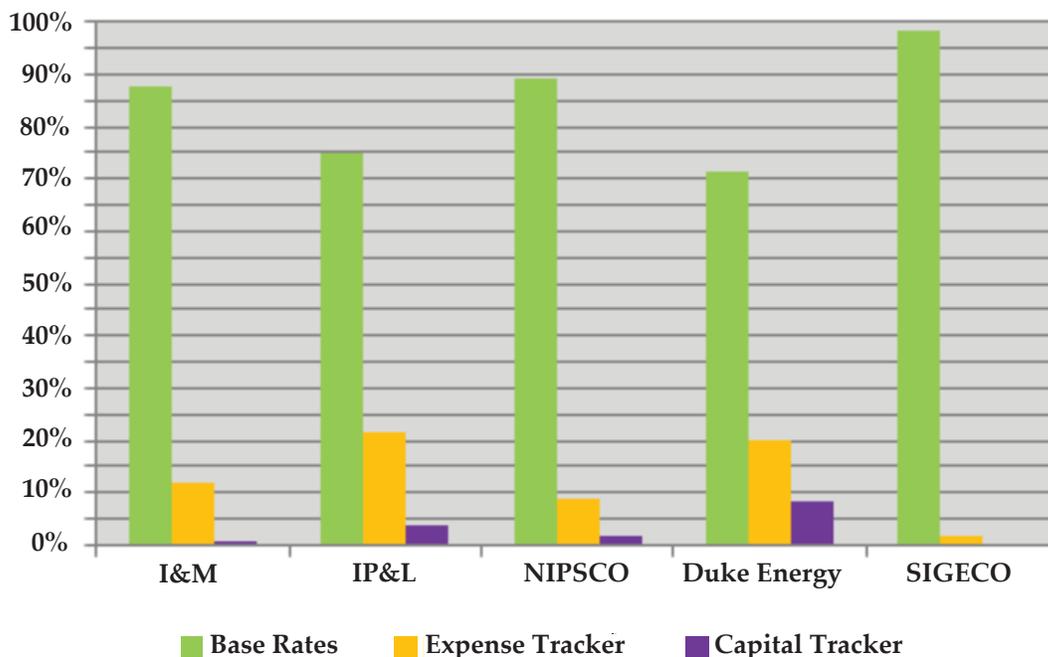
Indiana Investor-Owned Electric Utilities
 Base and Variable (Tracker) Bill Components
 1000 kWh Usage, July 1, 2011 Billing

Utility	Base	Variable	Total
Indiana Michigan Power	\$74.30	\$10.35	\$84.65
Indianapolis Power & Light Co.	\$66.50	\$22.36	\$88.86
Northern Indiana Public Service Co.	\$98.50	\$11.86	\$110.37
Duke Energy Indiana	\$74.70	\$29.91	\$104.61
Southern Indiana Gas and Electric Co. d/b/a Vectren	\$152.59	\$2.51	\$155.10

Note:

Northern Indiana Public Service Company's base amount includes a \$4.92 credit applied through the FAC.
 Duke Energy's base amount includes a \$0.50 amortization removal credit.

Investor-Owned Utility Comparison of Bill Composition



Natural Gas Bill Survey

Residential Natural Gas Bills Comparison By Therm Usage January 1, 2011 Billing

← Consumption →

Utilities	Ownership	Last Rate Case	Order Date	150 Therms	200 Therms	250 Therms
Aurora Municipal Gas	Municipal	43527	1/30/09	\$130.41	\$172.72	\$215.03
Boonville Natural Gas	IOU	43342	8/27/08	\$200.82	\$262.49	\$324.16
Citizens Gas	Municipal	43463	9/17/08	\$137.52	\$178.20	\$218.87
Citizens Gas of Westfield	IOU	43624	3/10/10	\$156.85	\$200.61	\$244.38
Community Natural Gas	IOU	43377	8/27/08	\$125.63	\$160.73	\$195.82
Fountaintown Gas	IOU	43753-U	3/17/10	\$146.58	\$189.88	\$233.18
Indiana Gas Company (Vectren North)	IOU	43298	2/13/08	\$128.71	\$166.67	\$204.64
Indiana Natural Gas	IOU	43434	10/08/08	\$140.69	\$183.17	\$225.65
Indiana Utilities	IOU	43520	1/21/09	\$205.93	\$269.00	\$332.07
Kokomo Gas and Fuel	IOU	38096	7/29/87	\$121.47	\$156.46	\$191.46
Midwest Natural Gas	IOU	43229	11/20/07	\$141.00	\$181.67	\$222.35
Northern Indiana Fuel & Light (NIFL)	IOU	39145	1/29/92	\$117.20	\$151.94	\$186.68
Northern Indiana Public Service Co. (NIPSCO)	IOU	43894	11/4/10	\$115.92	\$150.89	\$185.86
Ohio Valley Gas Corp. (ANR)	IOU	43209	10/10/07	\$154.00	\$200.50	\$247.00
Ohio Valley Gas Corp. (TXG)	IOU	43209	10/10/07	\$169.39	\$221.02	\$272.65
Ohio Valley Gas, Inc.	IOU	43208	10/10/07	\$149.14	\$194.02	\$238.90
Snow & Ogden Gas	IOU	42821-U	11/22/05	\$109.19	\$145.49	\$181.79
South Eastern Indiana Natural Gas Co.	IOU	43318-U	1/16/08	\$138.10	\$179.08	\$220.05
Southern Indiana Gas and Electric Co. (Vectren South)	IOU	43112	8/1/07	\$118.36	\$153.56	\$188.75
Switzerland County Natural Gas	IOU	42844	8/31/05	\$132.08	\$171.53	\$210.98
Sycamore Gas Company	IOU	43090	6/20/07	\$151.69	\$193.22	\$234.76
Valley Rural Utility Company	NFP	42115	5/8/02	\$156.31	\$204.26	\$252.21
Industry Average				\$143.05	\$185.78	\$228.51

Note:

Drawing conclusions about a utility's performance is difficult due to many factors such as utility size and resources, period from the last rate case, storage options, geographic location, base rates, customer density and gas cost adjustment in effect at the time of the bill calculations.

Rates do not include normal temperature adjustment (NTA).
For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

Natural Gas Bill Survey

Residential Natural Gas Bills Comparison By 200 Therm Usage January 1, 2011 Billing

Utilities	5-Year Average	2011	2010	2009	2008	2007
Aurora Municipal Gas	\$219.93	\$172.72	\$189.37	\$247.85	\$228.55	\$261.15
Boonville Natural Gas	\$287.83	\$262.49	\$299.18	\$328.66	\$253.30	\$295.50
Chandler Natural Gas	\$276.57	\$262.49	\$299.18	\$328.66	\$220.26	\$272.24
Citizens Gas	\$209.61	\$178.20	\$189.56	\$253.20	\$201.60	\$225.48
Citizens Gas of Westfield	\$217.53	\$200.61	\$182.19	\$249.89	\$223.61	\$231.35
Community Natural Gas	\$212.86	\$160.73	\$150.84	\$279.20	\$213.84	\$259.70
Fountaintown Gas	\$218.20	\$189.88	\$166.37	\$223.31	\$227.18	\$284.26
Indiana Gas Company (Vectren North)	\$201.74	\$166.67	\$175.67	\$236.02	\$207.68	\$222.64
Indiana Natural Gas	\$228.53	\$183.17	\$200.03	\$272.51	\$231.69	\$255.25
Indiana Utilities	\$287.58	\$269.00	\$324.29	\$317.56	\$249.16	\$277.87
Kokomo Gas and Fuel	\$189.48	\$156.46	\$171.10	\$232.83	\$197.42	\$189.58
Midwest Natural Gas	\$226.81	\$181.67	\$202.95	\$261.88	\$232.43	\$255.12
Northern Indiana Fuel & Light (NIFL)	\$186.27	\$151.94	\$138.25	\$238.63	\$201.39	\$201.15
Northern Indiana Public Service Co. (NIPSCO)	\$173.06	\$150.89	\$73.48	\$254.20	\$205.10	\$181.64
Ohio Valley Gas Corp. (ANR)	\$236.30	\$200.50	\$198.44	\$249.50	\$264.06	\$269.02
Ohio Valley Gas Corp. (TXG)	\$261.74	\$221.02	\$216.40	\$309.02	\$282.10	\$280.18
Ohio Valley Gas, Inc.	\$233.02	\$194.02	\$176.72	\$274.18	\$251.58	\$268.60
Snow & Ogden Gas	\$145.49	\$145.49	\$145.49	\$145.49	\$145.49	\$145.49
South Eastern Indiana Natural Gas Co.	\$225.22	\$179.08	\$176.35	\$276.97	\$222.08	\$271.62
Southern Indiana Gas and Electric Co. (Vectren South)	\$203.75	\$153.56	\$173.57	\$257.01	\$221.57	\$213.04
Switzerland County Natural Gas	\$221.35	\$171.53	\$164.60	\$259.78	\$218.00	\$292.82
Sycamore Gas Company	\$243.10	\$193.22	\$211.98	\$283.06	\$262.64	\$264.60
Valley Rural Utility Company (1)	\$282.45	\$204.26	\$298.94	\$298.60	\$291.80	\$318.67
Industry Average	\$244.37	\$189.11	\$196.74	\$264.26	\$228.37	\$249.43

Note:

Drawing conclusions about a utility's performance is difficult due to many factors such as utility size and resources, period from the last rate case, storage options, geographic location, base rates, customer density and gas cost adjustment in effect at the time of the bill calculations.

(1) Valley Rural Utility Company began natural gas service in July 2003; therefore, it is not included in the 10-year average.

Rates do not include normal temperature adjustment (NTA).
For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

Natural Gas Bill Survey

Residential Natural Gas Bills (2007-2011) Comparison By 200 Therm Usage January 1, 2011 Billing

Utilities	10-Year Average	2011	2010	2009	2008	2007
Aurora Municipal Gas	\$221.72	\$172.72	\$189.37	\$247.85	\$228.55	\$261.15
Boonville Natural Gas	\$254.28	\$262.49	\$299.18	\$328.66	\$253.30	\$295.50
Chandler Natural Gas	\$236.55	\$262.49	\$299.18	\$328.66	\$220.26	\$272.24
Citizens Gas	\$192.20	\$178.20	\$189.56	\$253.20	\$201.60	\$225.48
Citizens Gas of Westfield	\$212.97	\$200.61	\$182.19	\$249.89	\$223.61	\$231.35
Community Natural Gas	\$204.05	\$160.73	\$150.84	\$279.20	\$213.84	\$259.70
Fountaintown Gas	\$203.63	\$189.88	\$166.37	\$223.31	\$227.18	\$284.26
Indiana Gas Company (Vectren North)	\$198.19	\$166.67	\$175.67	\$236.02	\$207.68	\$222.64
Indiana Natural Gas	\$218.68	\$183.17	\$200.03	\$272.51	\$231.69	\$255.25
Indiana Utilities	\$251.63	\$269.00	\$324.29	\$317.56	\$249.16	\$277.87
Kokomo Gas and Fuel	\$180.94	\$156.46	\$171.10	\$232.83	\$197.42	\$189.58
Midwest Natural Gas	\$210.82	\$181.67	\$202.95	\$261.88	\$232.43	\$255.12
Northern Indiana Fuel & Light (NIFL)	\$184.49	\$151.94	\$138.25	\$238.63	\$201.39	\$201.15
Northern Indiana Public Service Co. (NIPSCO)	\$184.60	\$150.89	\$73.48	\$254.20	\$205.10	\$181.64
Ohio Valley Gas Corp. (ANR)	\$224.42	\$200.50	\$198.44	\$249.50	\$264.06	\$269.02
Ohio Valley Gas Corp. (TXG)	\$236.41	\$221.02	\$216.40	\$309.02	\$282.10	\$280.18
Ohio Valley Gas, Inc.	\$219.36	\$194.02	\$176.72	\$274.18	\$251.58	\$268.60
Snow & Ogden Gas	\$127.37	\$145.49	\$145.49	\$145.49	\$145.49	\$145.49
South Eastern Indiana Natural Gas Co.	\$217.37	\$179.08	\$176.35	\$276.97	\$222.08	\$271.62
Southern Indiana Gas and Electric Co. (Vectren South)	\$189.08	\$153.56	\$173.57	\$257.01	\$221.57	\$213.04
Switzerland County Natural Gas	\$217.96	\$171.53	\$164.60	\$259.78	\$218.00	\$292.82
Sycamore Gas Company	\$237.42	\$193.22	\$211.98	\$283.06	\$262.64	\$264.60
Industry Average	\$210.19	\$188.42	\$192.09	\$262.70	\$225.49	\$246.29

Note:

Drawing conclusions about a utility's performance is difficult due to many factors such as utility size and resources, period from the last rate case, storage options, geographic location, base rates, customer density and gas cost adjustment in effect at the time of the bill calculations.

Rates do not include normal temperature adjustment (NTA).
For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

Natural Gas Bill Survey

Residential Natural Gas Bills (2002-2006) Comparison By Therm Usage January 1, 2011 Billing

Utilities	10-Year Average	2006	2005	2004	2003	2002
Aurora Municipal Gas	\$221.72	\$338.94	\$240.59	\$205.25	\$147.77	\$184.96
Boonville Natural Gas	\$254.28	\$310.11	\$219.08	\$196.18	\$172.63	\$205.70
Chandler Natural Gas	\$236.55	\$292.09	\$191.54	\$171.08	\$148.57	\$179.36
Citizens Gas	\$192.20	\$242.99	\$190.49	\$167.85	\$146.66	\$125.92
Citizens Gas of Westfield	\$212.97	\$262.97	\$193.87	\$204.97	\$167.15	\$213.05
Community Natural Gas	\$204.05	\$218.88	\$206.08	\$199.96	\$145.77	\$205.47
Fountaintown Gas	\$203.63	\$240.55	\$239.98	\$139.58	\$144.86	\$180.32
Indiana Gas Company (Vectren North)	\$198.19	\$289.58	\$209.70	\$179.40	\$161.32	\$133.22
Indiana Natural Gas	\$218.68	\$301.16	\$204.41	\$208.96	\$151.36	\$178.29
Indiana Utilities	\$251.63	\$290.98	\$238.26	\$209.20	\$150.89	\$189.05
Kokomo Gas and Fuel	\$180.94	\$277.66	\$182.98	\$165.80	\$131.60	\$154.01
Midwest Natural Gas	\$210.82	\$293.04	\$195.12	\$205.12	\$125.25	\$155.57
Northern Indiana Fuel & Light (NIFL)	\$184.49	\$220.71	\$187.95	\$170.11	\$141.90	\$192.85
Northern Indiana Public Service Co. (NIPSCO)	\$184.60	\$295.08	\$197.10	\$181.31	\$179.35	\$127.81
Ohio Valley Gas Corp. (ANR)	\$224.42	\$264.24	\$227.40	\$225.70	\$164.94	\$180.37
Ohio Valley Gas Corp. (TXG)	\$236.41	\$286.74	\$235.80	\$220.18	\$144.48	\$168.15
Ohio Valley Gas, Inc.	\$219.36	\$276.84	\$217.56	\$223.52	\$137.72	\$172.89
Snow & Ogden Gas	\$127.37	\$145.49	\$100.20	\$100.20	\$100.20	\$100.20
South Eastern Indiana Natural Gas Co.	\$217.37	\$266.45	\$250.45	\$211.19	\$147.09	\$172.41
Southern Indiana Gas and Electric Co. (Vectren South)	\$189.08	\$290.30	\$171.72	\$154.84	\$146.42	\$108.80
Switzerland County Natural Gas	\$217.96	\$382.34	\$173.19	\$173.19	\$144.31	\$199.79
Sycamore Gas Company	\$237.42	\$343.38	\$248.34	\$213.09	\$156.64	\$197.22
Industry Average	\$210.19	\$276.39	\$205.54	\$187.58	\$148.04	\$169.34

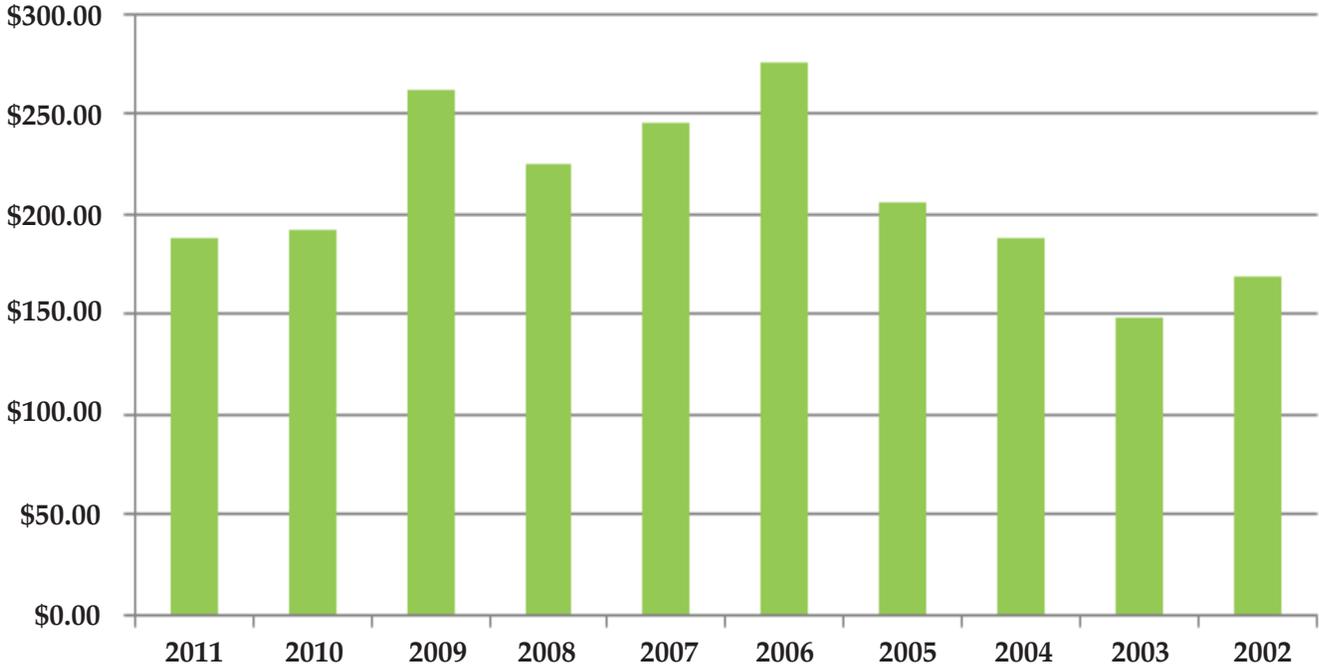
Note:

Drawing conclusions about a utility's performance is difficult due to many factors such as utility size and resources, period from the last rate case, storage options, geographic location, base rates, customer density and gas cost adjustment in effect at the time of the bill calculations.

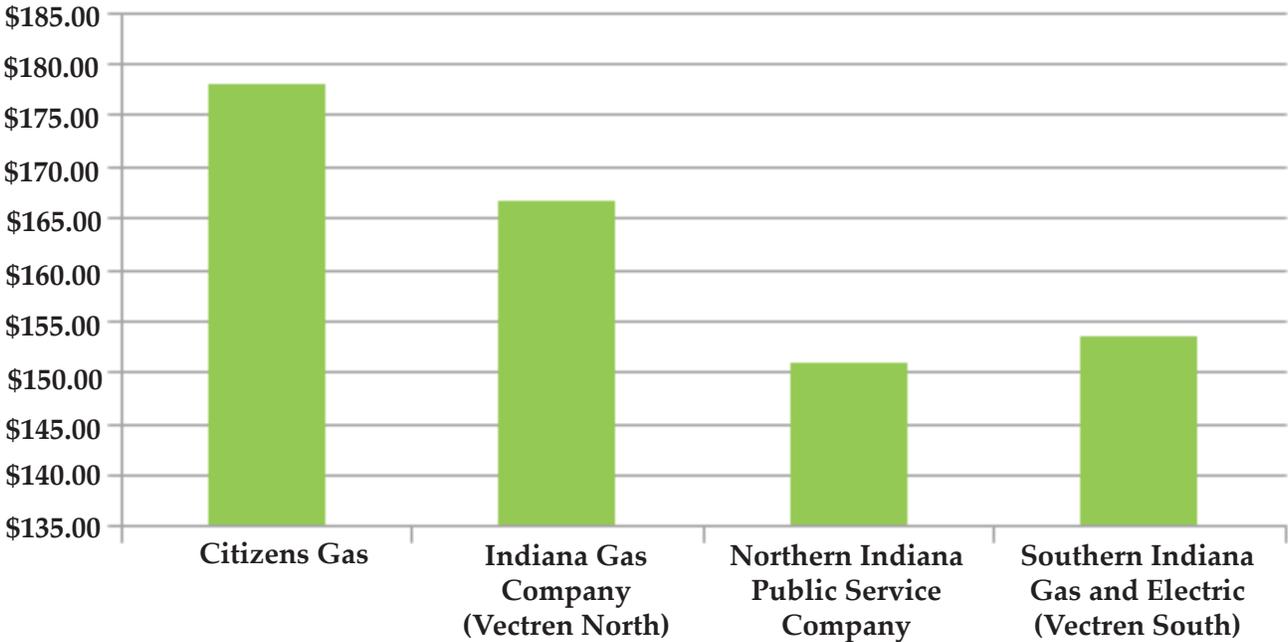
Rates do not include normal temperature adjustment (NTA).
For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

Natural Gas Bill Comparison

10-Year Average Residential Gas Bill Comparison
2002 to 2011



Large Natural Gas Utilities
2011 Bill Comparison at 200 Therms



Natural Gas Areas Served

Ohio Valley Gas Corp.

ANR Pipeline Service Area

Serving: Bretzville, Ferdinand, Maltersville, St. Anthony, St. Marks, and other rural areas in Dubois County; Bluff Point, Center, College Corner, Pennville, Portland, and other rural areas in Jay County; Deerfield, Harrisville, Haysville, Lynn, Ridgeville, Saratoga, Union City, Winchester, and other rural areas in Randolph County; St. Meinrad, and other rural areas in Spencer County; and Fountain City and other rural areas in Wayne County

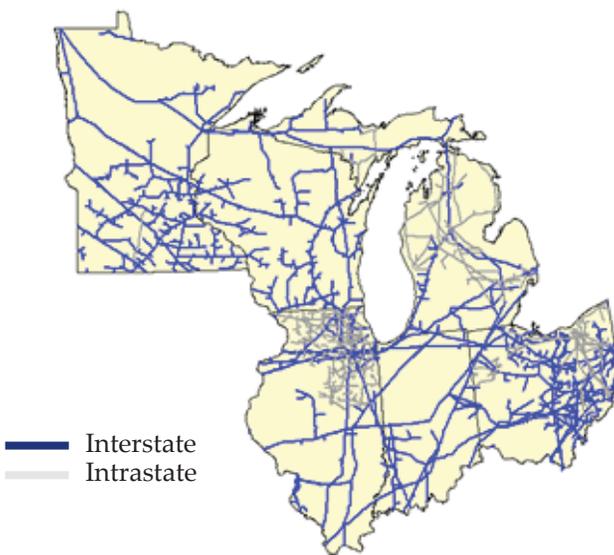
Texas Gas Service Area

Serving: Dover, Guilford, Lawrenceville, Logan, New Alsace, St. Leon, Yorkville, and other rural areas in Dearborn County; Connersville, Everton, Lyonsville, Springersville, and other rural areas in Fayette County; rural areas in Franklin County; Cannelton, St. Marks, Tell City, Troy, and other rural areas in Perry County; Clinton Corners, Negangard Corner, Penntown, Sunman, and other rural areas in Ripley County; rural areas in eastern Spencer County west of Troy; and Brownsville, Liberty, and other rural areas in Union County

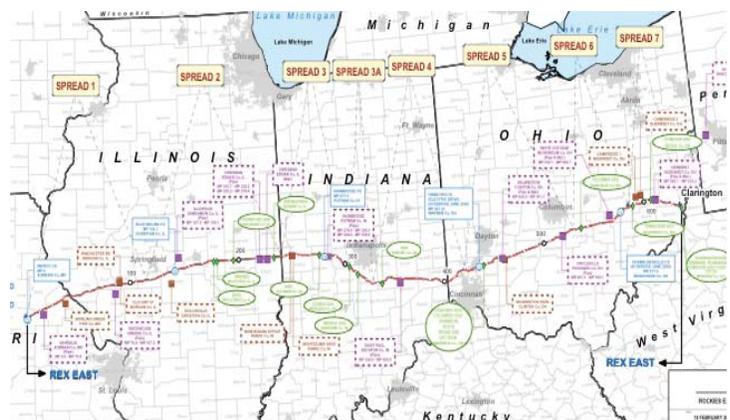
Ohio Valley Gas, Inc.

Serving: Rural areas in Greene and Knox counties; Arthur, Ayrshire, Campbelltown, Winslow, and other rural areas in Pike County; Cass, Curryville, Dugger, Farmersburg, Hymera, New Lebanon, Shelburn, Sullivan, and other rural areas in Sullivan County; and Blackhawk, Riley, and other rural areas in Vigo County

Midwest Region Natural Gas Pipeline Network



Rockies Express Pipeline - East



Sources: Energy Information Administration/Rockies Express Pipeline LLC

Water Bill Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2011 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
American Suburban	IOU	38936	6/21/90	\$51.78	\$51.78
Anderson	Municipal	42194	12/20/06	\$17.14	\$22.59
Apple Valley	IOU	39889	3/8/95	\$21.02	\$21.02
Auburn*	Municipal	41414	9/22/99	\$22.31	\$28.54
Aurora, inside city	Municipal	42786	9/14/05	\$15.50	\$22.63
Aurora, outside city	Municipal	42786	9/14/05	\$18.50	\$27.00
B&B Water Project	NFP	39107	5/22/91	\$24.84	\$35.46
Battleground	CD	43088	3/7/07	\$24.70	\$32.10
Bloomington, inside city*	Municipal	42858	11/22/05	\$15.20	\$20.55
Bloomington, outside city*	Municipal	42858	11/22/05	\$15.96	\$21.31
Bluffs Basin	IOU	42188	3/5/03	\$28.15	\$38.15
Boonville*	Municipal	43477	4/8/09	\$35.48	\$51.38
Brown County	NFP	43203	10/17/07	\$55.83	\$82.59
Cataract Lake Water Corporation	NFP	43742-U	12/22/09	\$36.78	\$51.40
Chandler, Town*	Municipal	43658	1/6/10	\$28.72	\$37.67
Charlestown	Municipal	42878	8/16/06	\$18.30	\$27.45
Clinton Township	NFP	43696	10/14/09	\$38.59	\$49.15
Columbia City*	Municipal	42983	10/11/06	\$23.70	\$32.08
Columbus*	Municipal	39425	3/29/94	\$10.69	\$14.72
Consumers Indiana, Lake County	IOU	42190	6/19/02	\$23.27	\$32.72
Cordry Sweetwater - mostly outside of jurisdiction	CD	--	5/20/71	\$18.65	\$22.99
Corydon*	Municipal	40591	4/9/97	\$16.90	\$23.75
Country Acres	NFP	36972	12/8/82	\$6.00	\$6.00

Note:

This bill analysis should be construed as an informative guideline as a snapshot in time. Do not use this analysis to draw conclusions about performance since many factors such as size, resources and customer density, etc. affect the bill calculations.

*Fire protection surcharge for 5/8 inch meter included.

**Fire protection charge for a 5/8 inch meter is included in the base charge.

***The location of these customers determine whether the fire protection surcharge apply.

Water Bill Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2011 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
Darlington, Aqua Indiana	IOU	43609	6/10/09	\$49.82	\$66.77
East Chicago	Municipal	42680	11/8/06	\$12.05	\$15.03
East Lawrence Water	NFP	43630	9/16/09	\$43.60	\$60.95
Eastern Bartholomew	NFP	43392	9/24/08	\$23.21	\$33.39
Eastern Heights	NFP	42839	4/20/06	\$21.59	\$30.02
Eaton	Municipal	41830-U	12/22/03	\$25.00	\$34.95
Edwardsville Water	NFP	43003	5/9/07	\$34.02	\$48.80
Elkhart	Municipal	43191	7/11/07	\$12.84	\$16.13
Ellettsville, inside city*	Municipal	43582-U	6/3/09	\$19.56	\$27.94
Ellettsville, outside city*	Municipal	43582-U	6/3/09	\$24.94	\$35.99
Evansville, inside city*	Municipal	43190	9/26/07	\$12.65	\$17.03
Evansville, outside city*	Municipal	43190	9/26/07	\$14.03	\$18.41
Everton	NFP	43312	12/5/07	\$33.70	\$47.04
Floyds Knobs	NFP	36297	4/1/81	\$24.20	\$34.20
Fort Wayne, inside city	Municipal	42979	8/23/06	\$9.96	\$14.94
Fort Wayne, outside city	Municipal	42979	8/23/06	\$11.43	\$17.14
Fortville	Municipal	43551-U	10/7/09	\$27.15	\$37.42
German Township	NFP	42282	3/26/03	\$22.10	\$32.55
German Township, Stewartsville	NFP	42282	3/26/03	\$22.10	\$32.55
German Township, Marrs Division	NFP	42282	3/26/03	\$50.46	\$74.31
Gibson Water	NFP	43918	11/4/10	\$29.93	\$44.46
Hammond	Municipal	37653	6/5/85	\$2.20	\$3.28
Hessen Utilities	IOU	30805	7/30/65	\$6.00	\$6.00
Hillsdale Water	NFP	--	--	\$26.65	\$38.48

Note:

This bill analysis should be construed as an informative guideline as a snapshot in time. Do not use this analysis to draw conclusions about performance since many factors such as size, resources and customer density, etc. affect the bill calculations.

*Fire protection surcharge for 5/8 inch meter included.

**Fire protection charge for a 5/8 inch meter is included in the base charge.

***The location of these customers determine whether the fire protection surcharge apply.

Water Bill Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2011 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
Hoosierland Vistas	IOU	35206	2/7/78	\$10.00	\$15.00
Indiana American					
<i>Burns Harbor, Chesterton, Porter, South Haven***</i>	IOU	43680	4/30/10	\$37.59	\$49.58
<i>Crawfordsville*</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Gary***</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Hobart*</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Johnson County - Greenwood, So. Indiana (New Albany, Jeffersonville), Newburgh*</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Kokomo*</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Merrillville***</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Mooresville</i>	IOU	43680	4/30/10	\$31.06	\$37.88
<i>Muncie, Johnson County - Franklin, Shelbyville, Clarksville</i>	IOU	43680	4/30/10	\$37.59	\$49.58
<i>Noblesville*</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Portage*</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Richmond, Wabash Valley*</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Seymour, Somerset, Summitville</i>	IOU	43680	4/30/10	\$37.59	\$49.58
<i>Wabash*</i>	IOU	43680	4/30/10	\$31.06	\$37.88
<i>Warsaw*</i>	IOU	43680	4/30/10	\$31.06	\$37.88
<i>West Lafayette</i>	IOU	43680	4/30/10	\$27.26	\$34.08
<i>Winchester</i>	IOU	43680	4/30/10	\$31.06	\$37.88
<i>Sullivan</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Wabash Valley (Terre Haute and Farmersburg)</i>	IOU	43680	4/30/10	\$41.39	\$53.38
<i>Waveland</i>	IOU	43680	4/30/10	\$41.39	\$53.38
Indiana Water Service, Inc.	IOU	41710-U	3/21/01	\$16.99	\$21.12

Note:

This bill analysis should be construed as an informative guideline as a snapshot in time. Do not use this analysis to draw conclusions about performance since many factors such as size, resources and customer density, etc. affect the bill calculations.

*Fire protection surcharge for 5/8 inch meter included.

**Fire protection charge for a 5/8 inch meter is included in the base charge.

***The location of these customers determine whether the fire protection surcharge apply.

Water Bill Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2011 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
Indianapolis, City of	Municipal	43645	6/30/09	\$22.58	\$29.32
J.B. Waterworks	IOU	39231-U	5/1/92	\$18.26	\$26.56
Jackson County	NFP	43289	1/4/08	\$42.83	\$63.48
Water Service Co. of IN	IOU	42969	8/30/06	\$22.24	\$32.49
Kingsbury	IOU	43297	1/16/08	\$18.75	\$26.80
Kingsford Heights	Municipal	43502-U	3/4/09	\$35.35	\$44.25
Knightstown*	Municipal	43440	7/30/08	\$30.25	\$40.33
Lafayette	Municipal	41845	5/9/01	\$12.13	\$17.13
Lafayette - rural areas	Municipal	41845	5/9/01	\$12.67	\$17.67
Libertytree Campground	IOU	41662	12/22/04	\$8.58	\$8.58
LMS Townships	CD	40991-U	7/15/99	\$18.94	\$26.87
Mapleturn	NFP	37039	9/28/03	\$22.15	\$24.05
Marion*	Municipal	42720	3/30/05	\$27.02	\$33.63
Martinsville*	Municipal	42676	8/16/06	\$26.74	\$33.84
Martinsville, Morgan-Monroe Forest*	Municipal	42676	1/5/05	\$31.87	\$38.97
Marysville-Otisco-Nabb	NFP	42476-U	1/14/04	\$36.60	\$48.75
Michigan City*	Municipal	42517	3/31/04	\$20.92	\$27.64
Mishawaka, city*	Municipal	41395	6/14/00	\$15.14	\$21.05
Mishawaka, Clay	Municipal	41395	6/14/00	\$30.12	\$30.16
Morgan County Rural	NFP	42993	5/14/08	\$51.18	\$76.25
Morgan County Rural, Western Exp.	NFP	42993	5/14/08	\$60.92	\$85.99
New Castle	Municipal	42984	9/13/06	\$27.14	\$34.33
North Dearborn	NFP	43736	10/1/09	\$34.25	\$55.20
North Lawrence	NFP	43716	8/11/10	\$50.66	\$67.26
Oak Park	CD	41811-U	3/21/01	\$20.67	\$29.22
Ogden Dunes	Municipal	43295	1/16/08	\$38.51	\$51.19

Note:

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*Fire protection surcharge for 5/8 inch meter included.

**Fire protection charge for a 5/8 inch meter is included in the base charge.

***The location of these customers determine whether the fire protection surcharge apply.

Water Bill Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2011 Billing

5,000 gal./
668.4028 cu. ft. 7,500 gal./
1,002.6042 cu. ft.

Utility	Ownership	Last Rate Case	Order Date	Average Monthly Bill	Average Monthly Bill
Painted Hills	IOU	37017	10/17/83	\$27.75	\$37.00
Pence	NFP	--	--	\$25.00	\$25.00
Peru, inside corporate limits*	Municipal	39817	4/6/94	\$18.57	\$25.92
Peru, outside corporate limits	Municipal	39817	4/6/94	\$16.20	\$23.55
Petersburg	Municipal	43757	5/11/10	\$23.35	\$32.58
Pike-Gibson	NFP	43528	1/21/09	\$34.23	\$50.86
Pioneer	IOU	41089	8/26/98	\$35.00	\$40.00
Wells Homeowners Assoc.	IOU	40056	4/12/95	\$30.00	\$30.00
Pleasant View	IOU	41591-U	4/12/00	\$33.30	\$49.95
Posey Township	NFP	43875	12/7/10	\$38.63	\$52.88
Princeton	Municipal	43652	3/3/10	\$35.98	\$50.71
Ramsey	NFP	43413	6/11/08	\$28.33	\$40.74
Rhorer, Harrell & Schacht	NFP	43080-U	12/20/06	\$19.86	\$28.37
River's Edge	IOU	42234	2/5/03	\$22.55	\$33.83
Riverside	IOU	42122	2/19/03	\$18.87	\$25.05
Schererville*	Municipal	42872	12/14/05	\$21.16	\$29.71
Shady Side Drive	NFP	38869	7/18/90	\$21.96	\$32.76
Silver Creek	NFP	37734	6/5/85	\$24.65	\$36.98
South 43	NFP	43909	10/27/10	\$25.33	\$37.55
South Bend*	Municipal	42779	2/8/06	\$15.34	\$20.32
South Harrison	NFP	43850	9/8/10	\$44.14	\$62.52
South Lawrence	NFP	43720	8/18/10	\$62.20	\$81.15
Southern Monroe	NFP	36029	6/25/80	\$23.98	\$34.40
Southwestern Bartholomew	NFP	43329	3/5/08	\$39.36	\$58.04
St. Anthony	NFP	39193	10/19/91	\$38.50	\$56.08
Stucker Fork, Austin	CD	43780	4/14/10	\$28.59	\$37.89

Note:

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**Fire protection charge for a 5/8 inch meter is included in the base charge.

***The location of these customers determine whether the fire protection surcharge apply.

Water Bill Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2011 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
Stucker Fork	CD	43780	4/14/10	\$24.40	\$33.70
Sugar Creek	IOU	43579	9/8/10	\$18.36	\$18.36
Sullivan-Vigo	NFP	42599	6/23/04	\$67.20	\$97.98
Town of Cedar Lake	Municipal	43655	4/29/09	\$43.55	\$62.33
Tri-County	CD	--	6/11/08	\$32.65	\$41.90
Tri-Township	NFP	40327	4/17/96	\$19.85	\$27.61
Twin Lakes	IOU	43128	1/16/08	\$21.85	\$28.78
Utility Center, Aqua Indiana	IOU	43331	8/27/08	\$32.84	\$46.08
Valparaiso Lakes*	CD	38556	12/22/84	\$37.69	\$48.35
Van Bibber Lake	CD	42549-U	11/18/04	\$23.40	\$23.40
Van Buren Water	NFP	42159	9/4/02	\$22.25	\$32.08
Waldron	CD	42376	2/11/04	\$25.98	\$37.93
Washington Twp. of Monroe	NFP	42672	7/28/04	\$31.86	\$44.81
Watson Rural	NFP	41057	11/25/98	\$18.55	\$25.93
Wedgewood Park	IOU	42769	3/7/07	\$23.26	\$31.18

Note:

NFP = Not-For-Profit
CD = Conservancy District
IOU = Investor-Owned Utility

Note:

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*Fire protection surcharge for 5/8 inch meter included.

**Fire protection charge for a 5/8 inch meter is included in the base charge.

***The location of these customers determine whether the fire protection surcharge apply.

Sewer Bill Survey

Residential Sewer Bills Comparison By Gallon Usage January 1, 2011 Billing

5,000 gal./
668.4028 cu. ft.

Utility	Ownership	Last Rate Case	Effective Date	Average Monthly Bill
Aldrich Environmental, LLC	IOU	42805	9/28/05	\$50.00
American Suburban Utilities, Inc.	IOU	41254	4/14/99	\$47.50
Anderson Lake Estates, LLC	IOU	42478	7/7/04	\$42.35
Apple Valley Utilities, Inc.	IOU	40191	8/2/95	\$48.58
Aqua Indiana South Haven	IOU	43310	3/26/08	\$66.89
Bluffs Basin Utility Company, LLC	IOU	42188	3/5/03	\$46.88
Brushy Hollow Utilities, Inc	IOU	41285	1/27/99	\$27.10
Centurian Corporation	IOU	40157	8/30/95	\$65.00
Cha Utilities	IOU	42244	12/4/02	\$41.00
Consumers Indiana Water Company	IOU	42190	6/19/02	\$45.07
Country Acres Property Owners Association	NFP	36972	12/16/82	\$6.00
Devon Woods Utilities, In	IOU	40234-U	1/31/96	\$41.88
Doe Creek Sewer Utility	IOU	43530-U	6/10/09	\$48.00
Driftwood Utilities, Inc.	NFP	43790-U	6/3/10	\$38.10
East Shore Corporation	IOU	41494	10/18/00	\$29.17
Eastern Hendricks County Utility, Inc.	IOU	43795-U	4/30/10	\$42.89
Eastern Richland Sewer Corporation	NFP	37900	10/4/85	\$41.31
Hamilton Southeastern Utilities, Inc.	IOU	43761	8/18/10	\$34.63
Harbortown Sanitary Sewage Corporation	IOU	35455	6/3/87	\$18.00
Heir Industries, Inc.	IOU	42990-U	6/28/06	\$37.50
Hessen Utilities, Inc.	IOU	30805	7/30/65	\$4.00
Hillview Estates Subdivision Utilities, Inc.	IOU	38737-U	5/31/89	\$30.00
Hoosierland Vistas	IOU	35206	6/20/78	\$14.00
Howard County Utilities, Inc.	IOU	43294	1/23/08	\$45.38
Indiana American Water Company - Muncie and Somerset	IOU	43680	4/30/10/	\$61.29

Note:

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Sewer Bill Survey

Residential Sewer Bills Comparison By Gallon Usage January 1, 2011 Billing

5,000 gal./
668.4028 cu. ft.

Utility	Ownership	Last Rate Case	Effective Date	Average Monthly Bill
JLB Development, Inc.	IOU	39868	5/10/95	\$65.53
Kingsbury Utility Corporation	IOU	43296-U	1/16/08	\$33.15
Lakeland Lagoon Corp.	NFP	41597-U	2/2/00	\$77.22
LMH Utilities Corporation	IOU	43431	1/21/09	\$46.59
Mapleturn Utilities, Inc.	NFP	43777-U	3/24/10	\$46.45
Northern Richland Sewage Corporation	NFP	43791-U	7/28/10	\$48.53
Old State Utility Corporation	IOU	43627	5/11/10	\$80.14
Pleasantview Utilities, Inc.	IOU	43313-U	4/23/08	\$24.38
Sani Tech, Inc.	IOU	43793-U	9/8/10	\$76.00
Sanitary District of Hammond	NFP	43307	1/4/08	\$13.38
South County Utilities, Inc.	IOU	43799-U	6/16/10	\$64.85
Southeastern Utilities, Inc.	IOU	43794-U	4/7/10	\$61.71
Sugar Creek Utility Company, Inc.	IOU	43579	12/22/09	\$48.27
Twin Lakes Utilities, Inc.	IOU	43128	11/12/09	\$42.48
Utility Center, Inc. (metered)	IOU	43331	8/27/08	\$43.35
Utility Center, Inc. (unmetered)	IOU	43331	8/27/08	\$54.64
Wastewater One, LLC d/b/a River's Edge	IOU	43115	8/25/10	\$39.85
Wastewater One, LLC (Galena WW Treatment Plant)	IOU	43779	6/16/10	\$84.79
Water Service Company of Indiana, Inc.	IOU	41486	1/19/00	\$44.28
Webster Development, LLC	IOU	42232	2/19/03	\$36.81
Wildwood Shores	IOU	43699-U	5/19/10	\$80.00
Wymberly Sanitary Works, Inc.	IOU	42877-U	3/22/06	\$80.00

Note:

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Pipeline Safety

Service, Distribution and Transmission Lines

Number of service lines	1,958,465
Avg. length of service line (feet)	92
Total service lines (feet)	180,178,780
Total service lines (miles)	34,125
Total distribution lines (miles)	39,281
Total transmission lines (miles)	1,962
Total lines (miles)	75,368



Leaks Repaired by Cause

Corrosion	868
Natural forces	949
Excavation	2,211
Other outside force damage	499
Material or welds	2,532
Equipment	2,984
Operations	157
Other	1,995
Total leaks	12,195

Main leaks	2,329
Miles of main	39,281
Miles of main per leak	16.9
Service leaks	9,866
Service lines	1,958,465
Service lines per leak	198.5

Accidents and Incidents

Reported Cause	Reports	>\$50,000 Damages	Fatalities	Injuries
Third-party damage	2	0	0	0
Outside forces	0	0	0	0
Natural forces	0	0	0	0
Other	1	0	0	0
Total	3	0	0	0

Communications

House Enrolled Act (HEA) 1279, which was enacted into law by the 2006 General Assembly, outlined significant policy changes in communications regulation. These changes focus on parity in the regulation of communications service providers and require the Commission to eliminate rules or policies no longer necessary, in the public interest, or for the protection of consumers, as the result of full and fair facilities-based competition among providers of communications services.

HEA 1279 also requires new types of providers, including providers of information service and video service provided under local franchises to obtain a CTA beginning July 1, 2009. The Commission also continues to issue state video franchises in its role as the sole video franchise authority in the state.

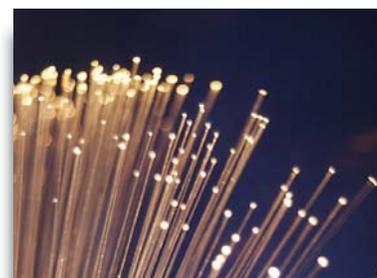
Types of Services in New Communications Service Provider CTA Petitions Filed

	2009-2010	2010-2011
Information Service	27	10
Telecommunications Service	15	11
Video Service	12	0
Telecommunications & Information Services	2	6
Telecommunications & Video	0	0
Information & Video Services	5	1
Total	61	28



New Types of Service in Notices Filed by Existing Providers Since 7/1/09

	2009-2010	2010-2011
Information Service	31	7
Telecommunications Service	13	12
Video Service	6	1
Total	50	20



State-Issued Video Franchise Authority

Number of State-Issued Franchises since 7/1/06	33
- Number of Existing Providers as of 7/1/06	15
- Number of New Franchises since 7/1/06	18
Number of Franchises Issued from 7/1/10 to 6/30/11	6
Number of Franchise Petitions Received after 7/1/10	7

