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[State of Indiana](#)

Consumer News... For You! The OUCC's March 2017 Newsletter

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

MARCH 2017



VECTREN INFRASTRUCTURE

Vectren Energy Delivery is requesting Indiana Utility Regulatory Commission (IURC) approval of a [\\$514 million, 7-year plan](#) for electric infrastructure improvements throughout its southwestern Indiana service territory. Indiana law allows electric and natural gas utilities to seek approval of such plans. If a plan is approved, then the utility may seek rate recovery of the costs as they are incurred. The OUCC's technical and legal staff is reviewing Vectren's request and anticipates filing testimony in May. As with all cases we participate in, the OUCC invites written [consumer comments](#) for the case record.

CASE UPDATES

The OUCC has recently reached rate case settlement agreements with [Citizens Wastewater of Westfield](#) and the [Bloomington](#) municipal water utility. In other cases, the OUCC has filed its testimony on rate requests from the [Knightsstown](#) municipal water utility and [Midwest Natural Gas Corp.](#) Updates on these and other cases are available on the OUCC's website.



SPRING IS APPROACHING

The last day of Indiana's winter [disconnection moratorium](#) for qualifying electric and natural gas consumers is March 15. If you are behind on payments and need to make arrangements, contact your utility immediately.

WATCH OUT FOR SCAMS!

All 5 major Indiana electric utilities have recently reported problems with scammers calling consumers, claiming to be with a utility, and demanding immediate payments by phone to prevent disconnection. Don't fall for it. Utilities under IURC oversight must provide written notice before shutting a customer off for non-payment. If you're ever unsure about your account, call the utility at the number on your bill.



DELIVERING GREAT GOVERNMENT SERVICE

Governor Eric J. Holcomb recently announced that Indiana ranks [first in the nation](#) for government efficiency, according to a new study from *U.S. News & World Report*. As a state agency, the OUCC is committed to working with our partners throughout state government and with all stakeholders in the utility regulatory arena. Our technical, legal, and administrative team works daily to provide all Hoosiers with the best possible service and representation, as we participate in more than 300 state- and federal-level cases each year.

OUR MISSION

To represent all Indiana consumers to ensure quality, reliable utility services at the most reasonable prices possible through dedicated advocacy, consumer education, and creative problem solving.

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