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[State of Indiana](#)

Consumer News... For You! June 2020

State of Indiana sent this bulletin at 06/03/2020 09:10 AM EDT

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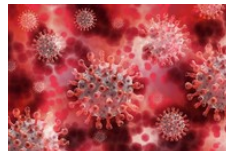
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Indiana Office of Utility Consumer Counselor

CONSUMER NEWS... FOR YOU! JUNE 2020



COVID-19, YOUR RATES, & YOUR SERVICES

The Indiana Utility Regulatory Commission (IURC) has approved the OUCC's request for a two-phase investigation regarding the COVID-19 pandemic's effects on utility rates and services.

Phase 1 of the investigation is focusing on short-term issues including the OUCC's requests to extend the current shutoff moratorium, waive fees, and expand options for payment arrangements. A number of filings are expected in June with an additional Commission order expected by the end of the month. The OUCC is regularly posting [case updates](#) online.

Phase 2 will address long-term issues related to costs and rate recovery.

[Consumer comments](#) are invited in the COVID-19 investigation and in all cases before the Commission.

NEED A PAYMENT PLAN? DON'T WAIT.

Utility disconnections are suspended through the end of June under Gov. Eric J. Holcomb's Executive Orders. However, all consumers are still responsible for bills over the long term. If you might need to make payment arrangements, now is the time to contact your utilities to set them up. For financial assistance, Indiana's [2-1-1 help line](#) can help you connect with local resources.



IT'S ALMOST SUMMER!

With hot weather ahead, be sure to follow the OUCC's social media pages throughout the summer for energy-saving tips. We will have plenty of safety and water-saving tips throughout the summer, as well.

Follow us on our [new Instagram page](#) or on [Twitter](#), [Facebook](#), and [LinkedIn](#).

CASE UPDATES

The OUCC's technical, legal, and support staff continues to focus on a heavy caseload while working remotely. In addition to the COVID-19 investigation:

- We are inviting consumer comments in the [Richmond Power & Light \(RP&L\)](#) rate case.
- Vectren's A.B. Brown ash pond will be remediated following a recent IURC order. The [approved settlement agreement](#) among the OUCC, Vectren, and the Citizens Action Coalition will save customers approximately \$33 million.
- The OUCC's settlement agreement with [Martinsville](#) in the city's water rate case has also been

approved.

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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