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[State of Indiana](#)

Consumer News... For You! July 2020

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Indiana Office of Utility Consumer Counselor

CONSUMER NEWS... FOR YOU! JULY 2020

MORATORIUM EXTENDED LOST REVENUE REQUEST DENIED

Indiana's utility disconnection moratorium is now scheduled to stay in place through Aug. 14, 2020. The Indiana Utility Regulatory Commission (IURC) [recently extended](#) the moratorium, while Governor Eric J. Holcomb's recent [Executive Order](#) extended it for utilities outside of IURC jurisdiction.



The Indiana Office of Utility Consumer Counselor (OUCC) sought a moratorium extension in the IURC's ongoing investigation into the COVID-19 pandemic's effects on utility rates and services.

In addition, the OUCC urged the Commission to deny a request from ten utilities seeking rate recovery of lost revenues due to declining sales. The IURC denied the utilities' lost revenue request in its [Phase One order](#).

As the investigation continues, the OUCC will be posting [case updates](#) online. [Consumer comments](#) are invited in the COVID-19 investigation and in all cases before the Commission.

All consumers who need to make payment arrangements with their utilities are urged to do so immediately. Consumers who need financial assistance may qualify for a one-time, \$350 [Energy Assistance Program](#) (EAP) benefit while funds are available. For more info about this and additional financial assistance options, Indiana's [2-1-1 help line](#) is available around the clock.

CASE UPDATES

- The IURC's [recent order](#) in the Duke Energy rate case authorized an increase of less than half the utility's request, at approximately \$164 million. The utility initially requested an annual revenue increase of \$395 million while the OUCC recommended a rate reduction.
- Duke Energy's [coal ash pond](#) remediation costs are under consideration in a separate subdocket, with the OUCC's testimony due on July 15.
- The OUCC is scheduled to file testimony on [Vectren's](#) solar tariffs in mid-August.
- We are recommending partial approval of [Richmond Power & Light's](#) (RP&L's) rate request.
- Consumer comments are invited on pending water rate requests from the [Town of Cedar Lake](#) (Lake County) and [Silver Creek Water Corp.](#) (Floyd and Clark Counties).



WATERING YOUR YARD? MAKE A PLAN.

They say timing is everything. That's especially true when it comes to watering the lawn. Early morning is usually the best time, and it's important to not irrigate too much. The [OUCC](#), [US EPA](#), and your local water utility can offer additional advice. Every July is Smart Irrigation Month, an annual reminder to have a plan if you irrigate and learn more about the new technologies that make irrigation work more efficiently.

CLICK BEFORE YOU DIG!

If you plan to do any digging in your yard - no matter how small the job - it's crucial to have your property marked for underground utility lines. It's also the law. The quickest way is to complete the online form at <https://811now.com/>. You can also call the three-digit 8-1-1 phone code. Either way, make the contact at least 2 business days in advance.



KUDOS...

...to members of the OUCC's team who have celebrated milestone employment anniversaries with the State of Indiana during the first half of 2020!

- **Kim Remy** of our Electric Division: 35 years
- **Scott Wright** of our Business Office: 30 years
- **Mark Grosskopf** of our Natural Gas Division: 25 years
- **Randy Helmen** and **Dan LeVay** of our Legal Division: 20 years

We thank each of these public servants for their dedication to Hoosier ratepayers, which they continue to demonstrate every day!

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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