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Consumer News... For You!

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

September 2016

10 FACTS ABOUT 10-DIGIT DIALING

1. 10-digit dialing will be mandatory for local phone calls in the 317 area code starting October 15.
2. Pre-programmed local numbers in alarm systems, phones, fax machines, etc. in the 317 area should be set for 10-digit dialing if they're not already.
3. The new pattern will allow the new 463 area code to be rolled out. **Everyone with a 317 number gets to keep it.**
4. New phone numbers assigned in the existing 317 area after November 15 may include the new 463 area code instead.
5. **New area codes don't change rates or local calling areas.** If a call is local now, it will remain local.
6. Calls to 911, 811, 411, and 211 will still work the same.
7. The 317 area had been projected to run out of phone numbers in 2003. But efforts by state government and the telecom industry have delayed the need for a new area code until now.
8. Indiana is 1 of 29 states using 10-digit dialing to some degree.
9. 4 states use 10-digit dialing statewide. Idaho will become the 5th next year.
10. You can learn more at www.in.gov/oucc/2800.htm.



RENEWABLE TECHNOLOGY BENEFITS AND MORE

The [Battery Innovation Center](#), near Crane, will receive \$500,000 in new funding for its ongoing new technology research on storing power generated from solar panels and other renewable resources. The half-million dollar contribution from Duke Energy is one of the [consumer benefits](#) in the recently approved Edwardsport generating facility settlement among the OUCC, additional consumer parties, and Duke Energy. A 2012 settlement on the Edwardsport plant included a \$1 million contribution for the center.

RATE CASE UPDATES

Our recent activities include settlement agreements in the [Citizens Thermal Energy](#) and [Evansville Municipal Water](#) rate cases. Both are pending before the IURC, which has approved our recent agreement with [NineStar Connect](#) regarding water and sewer service in Hancock County. We've also filed recent testimony in the [Community Natural Gas](#) rate case.





DID YOU KNOW?

Attic [insulation](#) settles over time, making it less effective. If you haven't checked your attic lately, now's a great time to do it. It's never too early to prepare for winter and the high heating bills that come with it. The OUCC offers a [range of tips](#) that can help consumers conserve energy. If you want to "even out" your winter gas and electric bills to better plan ahead, we recommend [budget billing](#).

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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