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[State of Indiana](#)

**Consumer News... For You!**

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Happy  
Thanksgiving!

**OUCC**

**Indiana Office of Utility  
Consumer Counselor**

**Consumer News.... For You!**

**November 2016**



**WINTER IS AROUND THE CORNER**

Can electric and natural gas utilities disconnect customers for non-payment during the winter? The State of Indiana has a winter shut-off moratorium, but it only applies in specific situations. [Our overview](#) can help. Our website also has a more detailed fact sheet on [disconnection rules](#) for regulated utilities, along with [billing](#) and [energy efficiency](#) tips that can benefit all consumers.

**DID YOU KNOW?**

The OUCC's efforts during the State of Indiana's latest fiscal year helped save consumers more than \$606 million through reductions in utility-requested rate increases. This is just one of the facts in our recently released [Annual Report](#). The report offers more details on how the OUCC strives to represent Indiana utility ratepayers every day through dedicated advocacy, creative problem solving, and consumer education.



**LOTS OF CASE ACTIVITY**

Cases we're reviewing include municipal rate requests from [Bloomington](#), [East Chicago](#), [Frankfort](#), and [Knightstown](#). Additional cases include proposals from [IPL](#), [Duke Energy](#), and [NIPSCO](#) to address coal combustion residuals. The OUCC invites written consumer comments in all pending cases.

**MEETING NEW FRIENDS**

It was our pleasure to participate in this fall's Indiana Latino Expo at the State Fairgrounds. Our staff has also enjoyed this year's Earth Day Indiana Festival and additional events throughout the year. We're available for events and enjoy sharing information with consumers. We can also speak to groups of 20 or more. If you'd like for us to be part of an upcoming event, please [let us know](#).



**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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