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[State of Indiana](#)

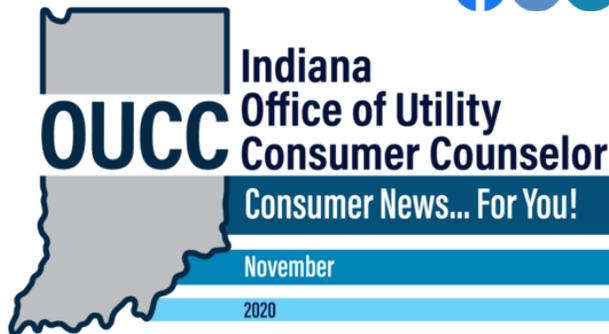
Consumer News... For You! November 2020

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PREPARE FOR WINTER

Indiana's [winter disconnection moratorium](#) for electric and natural gas services starts on Dec. 1. However, it only applies if the consumer is receiving help from the federally funded [Energy Efficiency Program](#) (EAP) or if the customer's local EAP intake office has notified the utility that the customer is qualified. EAP [intake offices](#) in each Indiana county are taking applications (or making appointments) now. Consumers can also apply [online](#).

In addition, many Indiana utilities are still offering extended payment plans due to the COVID-19 pandemic. If you receive a utility bill that you cannot pay on time and in full, it is critical to contact the utility immediately to ask about payment arrangements and request a plan you can afford. OUCC staff (pictured) appeared on a recent [Facebook Live](#) discussion with AARP Indiana to discuss payment plans and related issues.

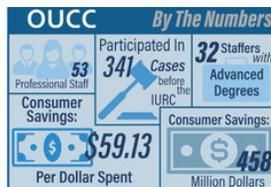
Indiana's [2-1-1 help line](#) can direct consumers to local resources for financial assistance and to their county EAP intake offices. Township trustees and certain utilities also offer assistance to consumers in need.

In addition, consumers living in apartments and other rental units should be aware of the Emergency Solutions Grant CARES Act rental assistance program. Qualifying renters can receive up to 6 months in rental assistance to cover past due and ongoing monthly rent payments. More information is available at [indianahousingnow.org](#).



CASE UPDATES

- Vectren has filed a [new natural gas rate case](#) for its southwestern Indiana service territory. OUCC staff will review the request and will likely have a February deadline to file testimony.
- The IURC's evidentiary hearing on Vectren's proposed solar energy [tariff](#) has been rescheduled to Nov. 17.
- The OUCC has filed its [Duke Energy](#) rate case brief with the Indiana Court of Appeals.
- OUCC testimony in several rate cases will be filed in the next few weeks. They include [Aqua Indiana](#) (Nov. 12), [LMS Conservancy District](#) (Nov. 12), [American Suburban Utilities](#) (Nov. 18), [Columbus City Utilities](#) (Dec. 11), and [Crawfordsville Electric Light & Power](#) (Dec. 23). [Written consumer comments](#) are invited in all cases.



DID YOU KNOW?

The OUCC participates in more than 300 cases on behalf of ratepayers each year. Our Annual Report is available [on our website](#) and offers much more information on the work of our attorneys, accountants, economists, engineers, and additional staff.

HAPPY THANKSGIVING!

This year's holiday will be different for many of us due to the pandemic. But even if you're hosting a small group, there are plenty of [small steps](#) that can help you save energy in the kitchen. And be sure to dispose of fats, oils, and grease in the trash. If you [click here](#), you'll see a very unappetizing photo of how they build up in sewers. Or you can simply take our word for it and think more about the pumpkin pie.



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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