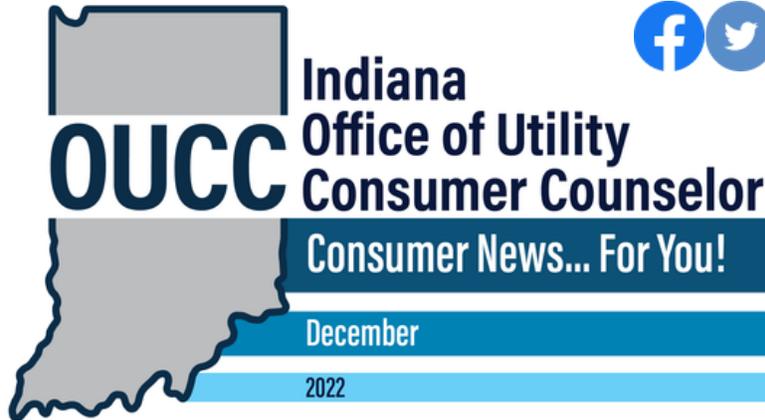


Share Bulletin



Winter Heating Season

Higher heating costs are projected this winter, but it is not too late to [prepare](#). Getting a furnace tune-up, changing the filter, & making sure rugs & furniture are not blocking your vents are 3 of the steps you can take now.

If you have concerns about your bills, contact your utilities now to make payment arrangements. It is crucial to make the call sooner rather than later.

If you need financial assistance or know someone who may qualify, the state's [211 helpline](#) is available around the clock. A simple call to the 3-digit 2-1-1 code can connect Hoosiers in all 92 counties with local & federally funded resources for assistance with energy & water bills.

Indiana law prohibits electric & natural gas utilities from disconnecting certain customers during the winter. The [moratorium](#) only applies to households who qualify & have applied for help from the federally-funded [Energy Assistance Program](#).

NIPSCO Public Comments

The OUCC is inviting [written public comments](#) in the NIPSCO electric [rate case](#).

In addition, the IURC has scheduled 2 public field hearings, where customers will be able to speak for the case record:

- **Hammond: Dec. 12, 2022**
Purdue University Northwest
Student Union & Library - Alumni Hall
2233 173rd St., Hammond, IN 46323
6 p.m. Local Time
- **Valparaiso: Jan. 4, 2023**
Valparaiso High School
Auditorium (Enter through Door 1 or Door 31)
2727 N. Campbell St. Valparaiso, IN 46385
6 p.m. Local Time

Spoken comments at the field hearings will carry the same weight as written comments the OUCC receives by Jan. 13, 2023. All comments received before the deadline will be filed as evidence with the Commission.

The OUCC's attorneys & technical experts are analyzing NIPSCO's request & are scheduled to file testimony with the Commission on Jan. 20, 2023. A Commission order is expected next summer.

Case Updates

Energy

- [Citizens Gas of Westfield's](#) rate increase would be limited to less than one-third of the utility's request, under the OUCC's newly filed recommendations.
- The OUCC will file testimony this month on the fuel adjustment cost requests from [CenterPoint Energy](#) & [NIPSCO](#). In the CenterPoint Energy case, the OUCC is [requesting](#) a Commission subdocket to investigate the Culley 3 Generating Unit's extended outage.
- Consumer comments in the [Fountaintown Gas Co.](#) rate case are due in late January.

Water/Wastewater

- Residential Citizens Water bills will rise by 72 cents per month under the utility's [approved](#) Distribution System Improvement Charge (DSIC). The OUCC's recommendation to reduce the monthly charge to one-fourth of the utility's request received Commission approval in late November.
- The OUCC is recommending approval of the [Fort Wayne](#) municipal water utility's pending financing request. The long-term debt would pay for lead service line replacements.
- The [Evansville](#) municipal water utility is seeking Commission approval to borrow an additional \$68 million for its proposed new water treatment plant. Recent OUCC testimony cites several problems with the request, including a lack of supporting evidence.
- Consumer comments are invited on the newly filed rate requests from [B&B Water Project](#) & [Eastern Richland Sewer Corp.](#) in Monroe County.

Stay Vigilant: Avoid Scams

Utilities in Indiana and throughout the United States continue to receive complaints about [phone scams](#), which have been especially pervasive the last few weeks.

In one scenario, a caller may pretend to be with your utility, claim you've overpaid, and offer to send a refund check in response for personal information.

Another scam that continues to target businesses and residential customers involves the caller who claims to be with the utility & demands immediate payment over the phone to keep service on. IURC [disconnection rules](#) require utilities to provide written notice before disconnecting for non-payment.

Either way, it's best to hang up on any such call. If you are concerned about your account's status & balance, you should call the utility directly at the customer service number on your bill.



Join our team!
Apply for our open positions.

"Working at the OUCC has provided excellent professional growth opportunities, rivaling my previous jobs outside of state employment."
- Mark, CPA



The OUCC is looking for an attorney, engineer & an accountant. [Apply today!](#)

Our Mission

To represent all Indiana consumers to ensure quality, reliable utility services at the most reasonable prices possible through dedicated advocacy, consumer education, & creative problem solving.

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