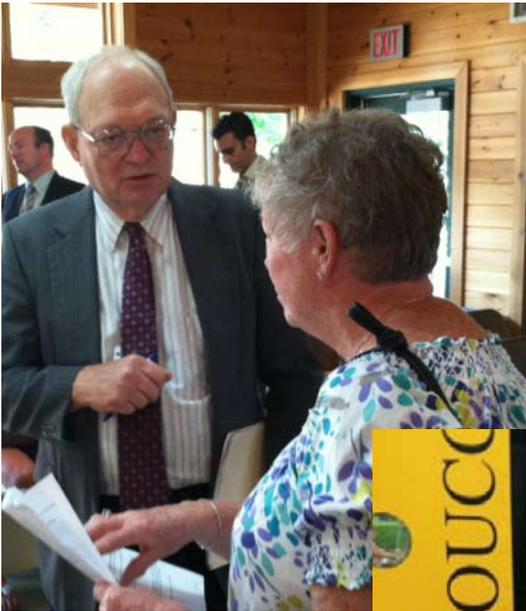


# OUCC

## Indiana Office of Utility Consumer Counselor



## 2013 ANNUAL REPORT

# Welcome!

February 2014

To all Hoosiers:

It is my privilege to offer you the Indiana Office of Utility Consumer Counselor's (OUCC's) Annual Report for 2013.

The last year has been a year of many challenges and opportunities for our dedicated staff in representing Indiana utility ratepayers. This report discusses some of those challenges and opportunities in more detail, and offers a clear look at how this agency continues to operate efficiently while serving ratepayers with professionalism, integrity, and focus.



On behalf of the OUCC's attorneys, technical experts, and staff who represent utility consumers every day, we hope you will find this report informative. Please also visit us online to learn more about what we are doing. We look forward to continuing our strong advocacy on your behalf throughout 2014.

Sincerely,

A handwritten signature in black ink that reads "A. David Stippler". The signature is written in a cursive, flowing style.

A. David Stippler  
Utility Consumer Counselor

*On the cover:*

*Left: Utility Analyst Hal Rees discusses a pending water rate case at a public field hearing in Allen County.  
Center: Staff Attorney Lorraine Hitz-Bradley greets consumers at the Indiana Black Expo Summer Celebration.  
Right: Staff Attorneys Daniel LeVay and Scott Franson prepare for one of many evidentiary hearings.*

# Summary

Reviewing documents by the hundreds. Auditing the books. Inspecting the facilities. Asking the questions.

With our lawyers and technical experts performing these essential tasks for ratepayers every day, the Indiana Office of Utility Consumer Counselor (OUCC) is the only entity representing residential, commercial and industrial consumer interests in more than 400 cases before the Indiana Utility Regulatory Commission (IURC) each year.

As a separate, independent state agency, the OUCC participates in cases before the Indiana Supreme Court and Indiana Court of Appeals when an IURC order is appealed. The OUCC intervenes in cases before the Federal Energy Regulatory Commission (FERC) as well, when Indiana consumer interests may be affected.

**For every \$1 spent,  
\$138 saved for  
consumers.**

In 2013, the OUCC helped achieve more than \$768 million in savings for Indiana utility ratepayers. This includes a major settlement agreement with Indiana Michigan Power (I&M) that resulted in \$608 million in savings for new emissions control technology at I&M's Rockport generating facility in southwestern Indiana.

For every dollar the OUCC spent in 2013, Indiana consumers saved \$138 through reductions in utility-requested rate increases. To look at it another way, each of the OUCC's 52 staffers helped save consumers nearly \$14.8 million.

The OUCC represented consumer interests in 30 base rate cases and 181 tracker proceedings in fiscal 2013, auditing books and records implicating billions of dollars in requested utility revenues.

At the same time, the agency committed substantial resources to new types of cases, including requests for rate recovery under a major new law approved in 2013. We continued – and will continue – to closely monitor Duke Energy for compliance with the 2012 Edwardsport settlement, which shields ratepayers from more than \$900 million in construction and financing costs, and we engaged in much more activity as well.



*OUCC attorney Karol Krohn talks with a consumer before a public field hearing in Jeffersonville.*

2014 promises to be equally active (if not more). The OUCC is committed to tackling the challenges ahead and continuing its strong advocacy for consumers.

# Our Experience

Many of our staff members have advanced degrees and/or professional certifications (PhD, JD, MPA, CPA, PE, etc.) and make regular educational efforts to increase their knowledge and be attuned to the rapid changes occurring in the water/wastewater and energy industries.

Our 52-member team includes:

- Attorneys with more than 270 years of combined experience in practicing law. This includes more than 190 years of highly specialized experience in utility law.
- A technical staff with nearly 850 years of professional and utility industry experience in such disciplines as accounting, economics, engineering, environmental policy, and finance.
- An external affairs staff committed to providing consumer education and interacting regularly with consumers, government officials, industry representatives, and the media.
- A business office and administrative team committed to strong and efficient internal operations.

## 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.**



*Utility Consumer Counselor David Stippler congratulates Senior Utility Analyst Michael Eckert on 25 years of service.*

# Efficient Operations

The OUCC's staff is committed to efficient and fiscally responsible operations, focusing on the best use of time, money and other resources through extensive strategic planning. This includes the identification of opportunities each year to reduce operating expenses while allocating resources to meet operational needs.

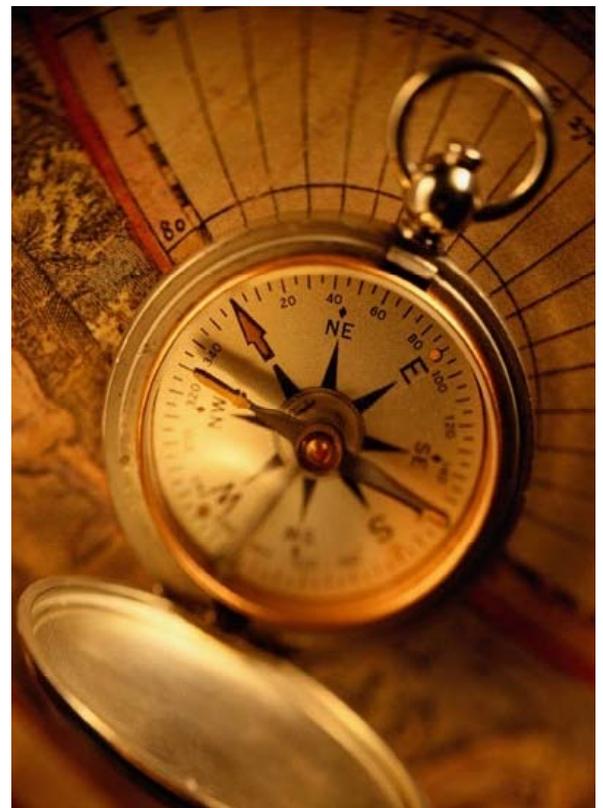
Cost-saving efforts in 2013 included:

- Ensuring the agency is getting the most necessary services at competitive rates by aggressively negotiating with service providers. The OUCC saved on online research services as well as significant reductions in publication subscription costs.
- Reducing computer seat charges by critically examining internal computer needs in a cost-based manner. By changing from laptop to desktop computers in many cases, the agency also realized savings.
- Allocating savings achieved to offset unfunded increases in various overhead expenses.

The OUCC continued its ongoing progress on three agency-wide goals, established in 2011, with participation from staff in all divisions. Staff continues to hone the tools developed from these efforts – focused on case strategy, timely assignments, and testimony quality – including ways to identify critical issues in the early stages of cases, reviewing internal work product more efficiently, and the development of an internal writing guide.

OUCC staff also developed nine specific goals at the division level for 2013, with each linked directly to the agency's mission. Every goal was designed to improve the knowledge of each member of the OUCC team and to help the agency move closer toward its long-term objectives. The agency's 2013 division goals included:

- Continued database improvements to help staff more quickly initiate its review when a new case is filed.
- Improved discovery skills through targeted training for legal and technical witnesses.
- New steps to strengthen cross-examination skills for the agency's attorneys.



- Establishment of an internal feedback mechanism for staff review of electric utility integrated resource plans (IRPs).
- Development of utility case history documents to assist water/wastewater staff in improving the efficiency of its review process.
- Improving internal archiving of gas utility annual reports.
- Empowering staff through the expansion of internal training opportunities.
- Reviewing previous major cases and ensuring that the best practices for the agency's program measures and key performance indicators are extended to ongoing cases.
- Enhanced outreach to local governments, chambers of commerce, and other local-level entities in advance of public field hearings.

# Challenges: Present & Future

Challenges facing utility consumers continue to grow each year in both number and complexity, and 2013 was no exception. Technological advances, federal policy mandates, changes in state laws, and local factors behind the evolution of the energy and water/wastewater industries are only some of the things that have driven the agenda over the past year. While such challenges have grown, they have also afforded the OUCC many opportunities to successfully advocate for and protect numerous ratepayer interests in 2013.

In 2013, the State Utility Forecasting Group (SUGF) at Purdue University released a study projecting a 32 percent increase in Indiana electric rates by 2031 due largely to the state's reliance on coal (a traditionally inexpensive fuel source) for power generation and increasing federal environmental mandates (that will be very costly for electric utilities to meet).

Water resource planning is another major issue that will include OUCC involvement in the years to come. Water utilities, various state agencies, legislators, and other stakeholders are committed to developing long-term plans to ensure Indiana will have the water it needs. The OUCC is committed to partnering with other stakeholders to make sure the state's most vital resource is protected and preserved, while advocating for minimizing impacts on rates and charges imposed on water customers from such plans.

Looking back on 2013, several specific issues dominated the OUCC's workload and activities. Among them:

## **The approval of a new state law (Indiana Code 8-1-39) in 2013 allows electric and gas utilities to seek cost recovery on an expedited basis for system improvements.**

Under Senate Enrolled Act 560, an electric or natural gas utility may seek IURC approval of a seven-year infrastructure improvement plan. Once the plan is approved, the utility may then request incremental rate increases every six months to pay for the projects. The rate adjustment mechanism (or tracker) is referred to as the Transmission, Distribution and Storage System Improvement Charge (TDSIC).

Costs that can be recovered through the TDSIC include investments for new transmission and distribution lines, new electric substations, upgrades to existing lines, mains and substations, and replacement of aging infrastructure such as electric poles and transformers, gas odorization and pressurization stations, and more.

- These cases require expedited treatment by law, including 210 days for the IURC to rule on proposed seven-year plans. In the tracker proceeding, the OUCC has 60 days

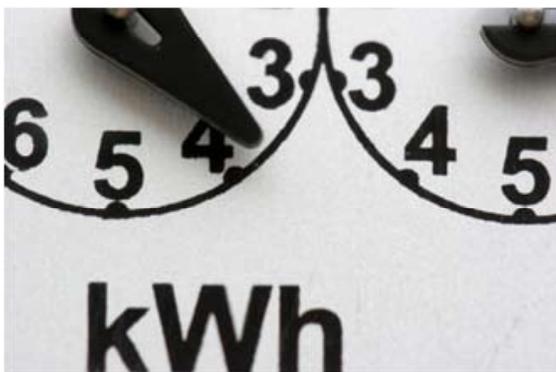


to complete its review of TDSIC rate increases with the IURC having an additional 30 days to rule on those rate requests.

- TDSIC rate increases are limited to no more than two percent of the utility's total retail revenues.
- The TDSIC rate adjustment mechanism (or tracker) allows the utility to recover 80 percent of the costs between base rate cases. The remaining costs are deferred until the utility's next base rate case, which must be filed before the end of the seven-year plan period.
- Northern Indiana Public Service Company (NIPSCO) is the first utility to file a proposed seven-year plan (making separate filings for both its electric and gas utilities). Vectren has also filed seven-year plans for its central and southern Indiana natural gas utilities. Orders in the NIPSCO and Vectren cases are expected in 2014, with the first rate increases taking effect in 2015.
- Together, the NIPSCO and Vectren seven-year plans include \$2.1 billion in expected rate recovery requests.
- In 2013, the OUCC staff spent about 4,700 hundred staff hours on these new types of cases, all of which are still pending before the IURC as 2014 begins.
- The new TDSIC proposals are in addition to about 180 rate adjustment mechanisms – or trackers – reviewed by the OUCC each year. These include traditional trackers for electric fuel and natural gas commodity costs, federal environmental mandate compliance, clean coal technology installation, replacement of aging water infrastructure, energy efficiency programs, participation in regional transmission organizations, and more.



The OUCC will continue to assess the impact of the new law from a resource, budgetary and policy standpoint as the pending cases continue and with other utilities expected to follow with similar cases in the future.



Senate Enrolled Act 560 includes a number of additional provisions, including incentives for natural gas utilities to extend service into unserved areas. The law also gives utilities the flexibility to use different test-year methodologies in rate cases, as well as stepped-up timeframes within which the IURC must issue base rate orders. These factors are expected to require additional OUCC resources and increased activity in the coming year.



**Negotiating an agreement with Indiana Michigan Power (I&M) and industrial customers that will allow I&M to install clean coal technology at its Rockport generating facility at a reasonable cost.**

In 2012, I&M proposed a \$1.4 billion environmental compliance plan for construction projects at Rockport to fulfill the requirements of an EPA consent decree. This plan included \$866 million in costs that could have been recovered from I&M's Indiana ratepayers.

- The OUCC researched the plan, recommended denial, and identified less costly alternatives. I&M ultimately withdrew the request, renegotiated the consent decree's terms with the EPA, and then worked collaboratively with the OUCC and industrial customers to develop a \$258 million plan for meeting pollution control mandates. I&M will be able to recover the costs to pay for a new dry sorbent injection (DSI) technology system through future IURC tracker proceedings.
- Compared to the initial proposal, the agreement – which received IURC approval in November 2013 – will save I&M's ratepayers \$608 million.
- The Rockport facility provides about 41 percent of I&M's Indiana baseload generation.

**Continuing to address U.S. Environmental Protection Agency (EPA) mandates and their effects on Indiana electric rates.**

Electric rates in Indiana have risen in recent years due to new rules from the EPA and the timelines within which utilities must comply. These rules and timelines are affecting Indiana disproportionately because of the state's heavy reliance on coal for its power generation. While utilities must comply with these regulations, the OUCC is committed to ensuring that the utilities will recover costs through disciplined approaches, supporting evidence, and the most accurate possible cost estimates.

- In April 2013, Duke Energy received IURC authorization to install new pollution control equipment at its Cayuga and Gibson generating stations, along with approval to recover construction costs through rates with adjustments to be requested every six months. After the OUCC recommended reductions to Duke Energy's proposed cost recovery, the IURC's order reduced the allowed cost recovery by \$50 million. The projects, aimed at reducing mercury emissions, are included in Phase Two of Duke Energy's long-term environmental compliance plan. Duke Energy filed its Phase Three request in November 2013, seeking approval of additional pollution control equipment at its Cayuga, Edwardsport and Gibson stations. The \$113 million proposal (in capital costs) focuses on mercury and particulate matter emission reductions to comply with the EPA's Mercury and Air Toxics (MATS) rule.

- Indianapolis Power & Light (IPL) pursued two significant environmental compliance cases in 2013.
  - In the first case, the OUCC and industrial customers negotiated a settlement agreement that will allow \$511 million in MATS-compliance projects to go forward with specific consumer benefits. These projects will reduce pollution from IPL's five-largest coal-fired units, at its Petersburg and Harding Street generating stations. The agreement received IURC approval in August 2013. Among the agreement's terms, the OUCC sought a \$29 million consumer rate credit for pollution control equipment already in the utility's base rates. The IURC increased that ratepayer credit to \$39 million in its final order.
  - In a separate case, IPL is seeking approval to build and operate a new natural gas-fired generating plant in Morgan County, to replace the coal-fired Eagle Valley Generation Station. IPL's proposal would also allow the utility to convert two of its coal-fired units at its Indianapolis Harding Street station to natural gas. The OUCC has filed testimony supporting the projects, but recommending denial of IPL's proposed cost-recovery method for the Harding Street conversions.
- Northern Indiana Public Service Company (NIPSCO) received approval in October 2013 for a \$59 million plan (not including financing costs) to reduce mercury and particulate matter emissions at its northwest Indiana facilities. As with Duke Energy and IPL, NIPSCO's proposal focused on the EPA MATS rule and will allow for rate adjustments to be requested every six months.

Indiana electric utilities also sought, and continue to seek, rate recovery for additional environmental projects through various tracking mechanisms. Looking to the future, it is difficult to speculate on possible EPA-directed carbon dioxide requirements on existing coal-fired generation plants and other environmental mandates that may come from the federal government. Again, the OUCC is committed to making sure the utilities meet these requirements under the most cost-effective and disciplined approaches possible.

### **Representing consumer interests in the ongoing rate cases for the Indianapolis water and sewer utilities.**

In these cases, Citizens Energy Group requested a 14.7 percent increase in its water utility's annual revenues, along with an increase of 31.7 percent in annual revenues for its sewer utility. Citizens purchased the utilities from the City of Indianapolis in 2011.

- The OUCC litigated the water rate case, recommending that Citizens' request be limited to an increase of only three percent. Among the key issues, Citizens is seeking to fund 75 percent of its increased costs for distribution system extensions and replacements through rates, with the other 25 percent to be funded through long-term debt. The OUCC is recommending that 67 percent of the costs be recovered through rates with the remaining 33 percent recovered through debt.



- Other OUCC recommendations in the water rate case include changes to numerous line items for the water utility's operating costs including property taxes, chemical costs, purchased power costs, and one-time expenses that do not recur from year to year.



- In the sewer rate case, the OUCC negotiated a settlement agreement that will allow rates to increase by about 27 percent. The majority of new revenues requested in the sewer rate case include infrastructure improvements, many of which are required under a federal consent decree. The projects include the Deep Rock Tunnel Connector now under construction, wastewater treatment plant expansions, and the utility's ongoing septic tank elimination program. The negotiations leading to the agreement followed a six-month review of Citizens' wastewater proposal and projects by the OUCC's technical and legal staff.

- Indianapolis is one of more than 100 municipalities in Indiana with combined sewer overflows (CSOs), a common issue among wastewater utilities with aging infrastructure. In many cases, the infrastructure is more than 100 years old. The environmental challenges facing these utilities can be resolved, but the solutions are very expensive.

- In addition, Citizens is requesting rate recovery of costs for certain executive and employee incentive programs through increased water and sewer rates. The OUCC recommends denial of some costs because the incentives are tied to gas and steam utility performance metrics, and not metrics for the water and wastewater utilities.

**Successfully negotiating the agreement allowing for the transfer of Westfield's water and sewer utilities to new ownership, in a highly complex and unique case.**

- The IURC has jurisdiction over asset purchase agreements such as Citizens Energy Group's request to purchase the assets of two municipal utilities owned by the city of Westfield.
- OUCC attorneys worked aggressively to develop an agreement with the other parties as to the terms of the acquisition, with the agreement receiving IURC approval in November 2013. The city will receive full payment for its requested purchase price, while Citizens is barred from seeking recovery for an amount greater than the utilities' value in future rate cases. Among other benefits, the agreement requires that any rate increases after 2016 be approved by the IURC.
- The issue of acquisitions of municipal water and sewer utilities will continue, and the standards established in this case will help ensure consumer protections in future requests of its type.

# Appellate Activity

While most of the OUCC's activity typically involves cases before the IURC, it may also appear on behalf of ratepayers in appeals from IURC orders. By statute, "(i)n all proceedings before the commission,...and in a court in which the consumer counselor shall appear, the consumer counselor *shall have charge of the interests of ratepayers and consumers of the utility.*" [IC 8-1-1.1-5.1(e)] In the last two years, the OUCC has seen significant activity at the appellate court level.

Consumers received an important victory in August 2013, when the Indiana Court of Appeals affirmed the IURC's decision on **Indiana American Water Company's rates**.

- Indiana American Water sought a rate increase through the distribution system improvement charge (DSIC), a rate mechanism (or tracker) aimed at allowing investor owned water utilities to recover the costs of replacing aging infrastructure on an expedited and streamlined basis outside of a base rate case.
- While the case was before the Commission, the OUCC argued for the denial of about one-third of IAWC's request, because those costs were to pay for automated meters that did not replace the type of older infrastructure envisioned in the DSIC statute (Indiana Code 8-1-31). The IURC ruled in the OUCC's favor, and IAWC appealed the order.
- Before the Court of Appeals, the OUCC played an active role in arguing that the Commission had interpreted the statute correctly. In its August opinion, the court upheld the order, saving IAWC ratepayers approximately \$18 million per year.

In a separate docket, the OUCC has appealed the IURC's decision in **Indiana Michigan Power Company's (I&M's) most recent base rate case**. I&M requested more than \$170 million in new, annual operating revenues while the OUCC recommended limiting the increase to about \$31 million. The IURC issued a February 2013 order approving an \$85 million increase, and then issued an order on reconsideration a month later raising the increase to \$92 million.

- The OUCC and I&M have completed the briefing cycle in this proceeding and are awaiting an order from the Indiana Court of Appeals.

**Other appellate cases** in 2013 included the Indiana Supreme Court's ruling on Indiana Gasification's proposed coal-to-natural gas facility at Rockport and the accompanying 30-year purchasing agreement between IG and the Indiana Finance Authority for the construction of that facility, as well as the pending Indiana Court of Appeals docket in an appeal of an IURC Order approving a settlement among Duke, the OUCC and certain industrial parties related to the limitation of construction costs for Duke Energy's Edwardsport generating facility.

# Our Accomplishments

The OUCC's accomplishments in 2013 included:

- Continuing to closely monitor the Duke Energy Edwardsport plant's costs in light of the 2012 settlement agreement among the OUCC, industrial customers and the utility. The agreement shields customers from more than \$900 million in construction and financing cost overruns at the utility's new power plant at Edwardsport. Other benefits in the agreement included a \$2 million payment from Duke Energy to the Indiana Utility Rate Payer Trust in January 2013, and the payment of the first two installments of a \$3.5 million contribution to the statewide Energy Assistance Program (EAP) for low-income consumers. The OUCC continues to carefully review all Duke Energy tracker filings to ensure that Edwardsport cost recovery is only sought through the appropriate tracker mechanism.
- Participating in Critical Infrastructure Protection (CIP) plan cases filed by Duke Energy and NIPSCO. Utilities have requested these costs to comply with federal requirements for cybersecurity.
- Reviewing large financing requests from the state's 5 investor owned energy utilities totaling more than \$2.7 billion.
- Reviewing Indiana Michigan Power's (I&M's) request to recover more than \$1.1 billion from Indiana customers to pay for Life Cycle Management (LCM) projects at the Cook nuclear power plant in Bridgman, Michigan. Approximately 65 percent of Cook's power is dedicated for use by Indiana consumers. The OUCC's efforts led to \$23 million in savings, while the LCM project will extend Cook's life by about 20 years.
- Reviewing and testifying in quarterly Fuel Adjustment Clause (FAC) filings from six electric utilities. FAC cases allow utilities to recover the costs of coal, gas and other generating fuels from consumers on a dollar-for-dollar basis. The OUCC's involvement in these cases helps to ensure that consumers receive electricity at the lowest fuel costs that are reasonably possible.
- Participating actively in the second year of the Energizing Indiana program, including publicity of the program's initiatives and overseeing the program along with utilities and other consumer advocates. Energizing Indiana coordinates the five "core" energy efficiency programs that the state's five investor-owned electric utilities and certain municipal utilities have been required to offer under a 2009 IURC order. Since being launched in January 2012, Energizing Indiana has helped Indiana consumers save more than 800 million kilowatt hours (kWh) of electricity. The program has provided more than 100,000 home energy assessments, nearly 17,000 income-qualified weatherizations, more than \$25 million in incentives for business lighting and equipment, and discounts on the sale of more than six million energy efficient light bulbs. The OUCC and other stakeholders



are actively monitoring the effectiveness and value of the statewide energy efficiency initiative, and will fully participate in a recently opened IURC investigation on these issues.

- Recommending a \$1 million reduction in the steam rate increase proposed by Citizens Thermal Energy. Citizens Thermal provides steam heating service to commercial and industrial customers in downtown Indianapolis.
- Negotiating a settlement agreement with Citizens Energy Group regarding the utility's proposed sales of liquefied natural gas (LNG). This will allow for the sale of natural gas as a transportation fuel, providing the trucking industry with a less expensive and homegrown option.
- Recommending limits on costs Vectren can recover through rates with its pipeline safety adjustment (PSA) tracker, which is used to pay for gas transmission system improvements. The OUCC's recommendations received IURC approval and have the potential to save Vectren customers up to \$500,000 annually.
- Taking part in cases at the federal and state levels regarding regional transmission operators (RTOs) to promote the reliability of multi-state grid operations. The OUCC's focus in these cases is to help ensure the safe, reliable delivery of electricity to consumers statewide while making sure the customer rate recovery for RTO operations and management is appropriate and reasonable. RTOs are responsible for controlling the electric grid in the Midwestern, Northeastern, Mid-Atlantic, and Western parts of the United States and in most of Canada. Four of Indiana's five investor-owned utilities belong to the Carmel, Indiana-based Midcontinent Independent System Operator (MISO), with a fifth belonging to the Pennsylvania-based PJM Interconnection.
- Collaborating with agencies in other states, other consumer organizations, utilities and other stakeholders in federal-level cases involving electric transmission siting and operations. The need to upgrade existing multi-state transmission lines and build new lines will be a major regional and national issue over the coming years, to help ensure the national grid's reliability.
- Reviewing integrated resource plans (IRPs) and providing input. The state's large electric utilities file IRPs every two years, outlining long-term plans for meeting their generation needs, including evaluations of their existing resources, treatment of risk and uncertainty, and evaluation of supply and demand side resource alternatives. Duke Energy and Indiana Michigan Power (I&M) are the most recent utilities to file IRPs with the IURC, having filed them in November 2013.



- Committing considerable outreach resources to inform consumers about the southern Indiana telephone area code relief case and their opportunities for public comment. The number supply for the 812 area code is expected to run out in 2015. As a result, the new 930 area code will be added to the 812 area in 2014. The new area code will use an overlay option, allowing consumers with 812 numbers to keep them but requiring the use of 10-digit dialing for local calls (becoming mandatory in September). OUC staff participated in ten IURC public field hearings throughout the 812 area in 2013, and encouraged consumer input as the overlay was recommended and ultimately approved.



- Representing consumer interests in 23 base rate cases during 2013 involving small and mid-sized water, sewer, electric and natural gas utilities. In all of the rate cases, OUC staff conducted field audits, sought additional information through the legal discovery process, and filed formal recommendations with the Commission.
- Successfully negotiating with the state’s second and third largest municipal water utilities – Fort Wayne and Evansville – on true-ups (or adjustments) to their approved rates and charges. The IURC approved new rates for Fort Wayne and Evansville, respectively, in late 2012 and early 2013. Under those orders, the cities are increasing rates annually in three phases, subject to OUC review and IURC approval at each step.
- Auditing and testifying in 64 quarterly gas cost adjustment (GCA) filings while conducting annual audits of the 16 IURC-regulated natural gas utilities that provide service in Indiana. GCA requests are subject to OUC review and IURC approval, and allow utilities to recover wholesale gas costs through rates on a dollar-for-dollar basis. Utilities are not allowed to profit on GCA pass-throughs, and are required to purchase wholesale gas at the lowest reasonably possible costs while using prudent practices in their procurement.
- Participating in the IURC’s ongoing investigation of the gas cost adjustment process and recommending consumer safeguards to be considered. The state has used the current process of reviewing and approving GCA requests since the early 1980s, with the investigation looking into how the process may work more efficiently.
- Protecting consumer interests in IURC investigations of troubled water and wastewater utilities.
  - The OUC’s efforts specifically led to the appointment of a receiver for Centurian Corporation, a small investor-owned utility that provided sewage disposal service near Valparaiso. In the investigation, the OUC cited numerous problems with service quality and environmental compliance, and invested many hours in working with customers and various stakeholders to resolve these problems.
  - The OUC also played a key role in the Commission investigation of Riverside Water Company, which provided service in Clark County. Through the OUC’s



efforts and collaboration with numerous stakeholders and potential buyers, the utility was sold to the Town of Sellersburg, providing the customers with long-term safe and reliable water service.

- Reviewing and participating in water utility acquisitions that are within the IURC’s jurisdiction. In the past year, this included Indiana American Water Company’s efforts to purchase municipal systems in Merom and Yankeetown.
- Recommending the use of performance benchmarks by water and sewer utilities. In the Twin Lakes Utilities, Inc. rate case, the OUCC referred to specific measures and metrics established by the American Water Works Association (AWWA). These include organizational best practices, training hours per employee, staff efficiency, customer service, accounting, environmental compliance, and more.



- Actively monitoring and discussing national and regional utility regulatory issues as a participating member of the National Association of State Utility Consumer Advocates (NASUCA). Indiana Utility Consumer Counselor David Stippler serves on NASUCA’s executive committee while Robert Mork, the agency’s chief deputy consumer counselor for federal affairs, is the chairman of NASUCA’s electric committee.

- Participating in various state and regional utility industry seminars and meetings on issues concerning Indiana consumers.
- Representing the public in 18 IURC public field hearings throughout Indiana while processing and filing written comments received from consumers in numerous cases before the Commission.
- Issuing more than 40 news releases and media advisories to inform consumers about pending cases and their opportunities for public comment, and to inform consumers about general utility-related issues of importance.
- Continuing to grow its presence on social media, with frequent Twitter posts, timely Facebook updates, and the creation of a new LinkedIn page late in the year.
- Making improvements to the agency’s website including a cleaner look and feel, updated pages on various utilities with more information on their rates and rate structures, and the creation of new pages on various cases of interest, storm outage information links, and the state’s new 930 telephone area code.



# Our Team

## EXECUTIVE

A. David Stippler - Utility Consumer Counselor  
Abby R. Gray - Executive Director, Legal Operations  
Matthew T. Klein - Executive Director, Technical Operations  
Tammie J. Keen - Executive Office Director

## LEGAL

Randall Helmen, *Chief Deputy C.C.*  
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Karol Krohn  
Daniel LeVay  
Tiffany Murray  
Jeffrey Reed

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Robert Mork, *Deputy C.C.*  
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Ronald Keen  
April Paronish  
Ed Rutter  
Ray Snyder

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Chuck Patrick  
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