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November 1, 2004

Tony Dzwonar, Director Internal Affairs
Indiana Office of Utility Counselor
100 North Senate Ave., Room N501
Indianapolis, Indiana 46204-2215

Dear Mr. Dzwonar;

This letter is in support of the proposed changes to the Indiana Utility Regulatory Codes that are being reviewed by the IURC. These changes will impact countless families across the northern part of Indiana by providing a fairer set of regulations, and lowering deposits. It is immoral for people to face choosing to do without food or medicine so they can stay warm. As residents of St. Joseph County, we would rather spend our community's resources on moving families to self-sufficiency than paying these unreasonable deposits.

We thank the Commissioners for the work they are doing to bring about changes in the 30 year-old utility code and feel the proposed regulations overall are much improved. The following though, are our areas of concern.

We are supporting the following changes in the proposed rules:

- Changing the current language allowing up to 4 months of the yearly bill as a deposit amount to **only one month of the yearly bill**.
- **Eliminating the credit scoring language** and promote the process of using client's credit history with the utility in paying their utility bills.
- **Eliminate the deposit language** that allows utility companies the ability to charge a deposit after disconnect notices are received in either two consecutive months, or three total are received in 11 months.
- **Amend the language** to allow community assistance agencies to be refunded the deposit dollars they paid without the agencies also taking responsibility for future bills.

Thank you for this opportunity to voice our support and concerns.

Sincerely,

John T. Phair, President
Holladay Partners Midwest, Inc.

JTP:sp

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