

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

VERIFIED JOINT PETITION OF INDIANA GAS )  
COMPANY, INC., SOUTHERN INDIANA GAS AND )  
ELECTRIC COMPANY, THE BOARD OF DIRECTORS )  
FOR UTILITIES OF THE DEPARTMENT OF PUBLIC )  
UTILITIES OF THE CITY OF INDIANAPOLIS, AS )  
SUCCESSOR TRUSTEE OF A PUBLIC CHARITABLE )  
TRUST, d/b/a CITIZENS GAS AND NORTHERN )  
INDIANA PUBLIC SERVICE COMPANY, PURSUANT )  
TO IND. CODE 8-1-2.5 et. seq., FOR APPROVAL OF )  
ALTERNATIVE REGULATORY PLANS UNDER )  
WHICH EACH PETITIONER WOULD REINSTATE )  
THEIR RESPECTIVE CUSTOMER BILL ASSISTANCE )  
PROGRAMS THROUGH MAY 31, 2011 )

CAUSE NO. 43669

PREFILED TESTIMONY OF

BRADLEY E. LORTON – PUBLIC’S EXHIBIT NO. 1

ON BEHALF OF

THE INDIANA OFFICE OF

UTILITY CONSUMER COUNSELOR

SEPTEMBER 3, 2009

## CERTIFICATE OF SERVICE

This is to certify that a copy of the foregoing **OUCS TESTIMONY OF BRADLEY E. LORTON** has been served upon the following counsel of record in the captioned proceeding by electronic service on September 3, 2009.

### **Hackman Hulett & Cracraft, LLP**

Michael B. Cracraft  
Steven W. Krohne  
111 Monument Circle, Suite 3500  
Indianapolis, IN 46204 - 2030  
[mcracraft@hhclaw.com](mailto:mcracraft@hhclaw.com)  
[skrohne@hhclaw.com](mailto:skrohne@hhclaw.com)

### **Vectren Corporation**

Robert E. Heidorn  
211 N.W. Riverside Drive  
Evansville, IN 47708  
[rheidorn@vectren.com](mailto:rheidorn@vectren.com)

### **Citizens Energy Group**

Michael E. Allen  
2020 North Meridian Street  
Indianapolis, IN 46202  
[mallen@citizensenergygroup.com](mailto:mallen@citizensenergygroup.com)

### **Barnes & Thornburg**

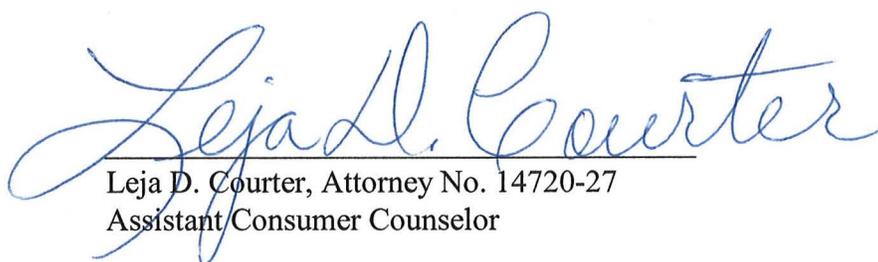
Daniel W. McGill  
P. Jason Stephenson  
11 South Meridian Street  
Indianapolis, IN 46204  
[dmcgill@btlaw.com](mailto:dmcgill@btlaw.com)  
[jason.stephenson@btlaw.com](mailto:jason.stephenson@btlaw.com)

### **NiSource Corporate Services - Legal**

Christopher "Kit" Earle  
101 West Ohio Street, Suite 1707  
Indianapolis, IN 46204  
[cearle@nisource.com](mailto:cearle@nisource.com)

### **Polk & Associates, LLC**

Jerome E. Polk  
101 West Ohio St., Suite 2000  
Indianapolis, IN 46204  
[jpolk@polk-law.com](mailto:jpolk@polk-law.com)



Leja D. Courter, Attorney No. 14720-27  
Assistant Consumer Counselor

### **INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR**

115 West Washington Street  
Suite 1500 South  
Indianapolis, IN 46204  
[infomgt@oucc.in.gov](mailto:infomgt@oucc.in.gov)  
317/232-2494 – Phone  
317/232-5923 – Facsimile

**TESTIMONY OF WITNESS BRADLEY E. LORTON**  
**CAUSE NO. 43669**  
**VECTREN ENERGY DELIVERY, CITIZENS ENERGY GROUP,**  
**NORTHERN INDIANA PUBLIC SERVICE COMPANY**

1   **Q:    Please state your name and business address.**

2    A:    My name is Bradley E. Lorton, and my business address is 115 W. Washington Street,  
3        Suite 1500 South, Indianapolis, Indiana, 46204.

4   **Q:    How are you currently employed?**

5    A:    I am a Utility Analyst in the Natural Gas Division of the Indiana Office of Utility  
6        Consumer Counselor (OUCC).

7   **Q:    Please describe your qualifications.**

8    A:    My expertise is in economics and public utility regulation. I hold Bachelor of Science  
9        and Master of Science degrees in Economics from Indiana State University. I also  
10       completed additional courses at Indiana University-Purdue University at Indianapolis in  
11       Economics, Mathematics and Labor Studies. I have completed both week-long segments  
12       of the NARUC Annual Regulatory Studies program at Michigan State University.

13           I have over twenty-five years experience in government and private industry. My  
14       career in public utility regulation began in 2001 when I accepted my current position with  
15       the OUCC. Prior to that time I served in management and business analyst positions for  
16       the U. S. Department of the Navy at the Naval Air Warfare Center in Indianapolis, and its  
17       privatized successor organizations. I also served as a Producer Price Index Economist at  
18       the Bureau of Labor Statistics, United States Department of Labor, and as a Statistician  
19       for the Indiana Division of Labor.

1 **Q: Have you provided testimony in other cases before the Indiana Utility Regulatory**  
2 **Commission?**

3 A: Yes. I have testified before this Commission on several occasions over the past six years  
4 on issues ranging from cost of equity to energy efficiency and to alternative regulatory  
5 proposals.

6 **Q: What have you done to prepare to testify in this Cause?**

7 A: I have studied the Joint Petitioners' cases-in-chief, including Joint Petitioners'  
8 supplemental testimony that was filed on August 28. I have researched the history of the  
9 Universal Service and Winter Warmth programs in Indiana with particular emphasis on  
10 Cause Nos. 43077 and 43078. I have also participated in technical conferences in this  
11 proceeding, and discussions with Joint Petitioners and other parties.

12 **Q: Does the OUCC support the reinstatement of the Joint Petitioners' Universal**  
13 **Service and Winter Warmth programs?**

14 A: Yes. The OUCC believes there are positive benefits to both the program participants and  
15 the State of Indiana as a whole that have resulted from such programs, and that these  
16 benefits will continue in the future through the reinstatement of these programs. (See  
17 Petitioners' Exhibits DC-1, DC-2, DC-3). The OUCC believes these programs have been  
18 successful in assisting low and moderate income ratepayers who might otherwise be  
19 disconnected from service after the heating season. (See Petitioners' Exhibits BAS,  
20 pp.11-13; MJM, pp. 8-12; CJ, pp. 12-13; GAS; pp. 11-14).

21 The OUCC further believes the reinstatement of these programs can be an integral  
22 part of the State's energy efficiency efforts. The infusion of federal weatherization  
23 funding through the American Reinvestment and Recovery Act (ARRA) of 2009 into

1 these programs presents a unique opportunity for Indiana to benefit from the synergy of  
2 various government and private sector efforts.

3 Finally, the OUCC believes these programs provide benefits for the utilities and  
4 for their respective customer base by reducing collection costs, bad debt write-offs and  
5 disconnection/reconnection expenses. (See Petitioners' Exhibits DC-1, DC-2, DC-3;  
6 BAS, pp.11-13; MJM, pp. 8-12; CJ, p. 13; GAS; pp. 11-15). These collection costs, bad  
7 debts, and disconnection/reconnection expenses may otherwise ultimately be passed on to  
8 the Joint Petitioners' customers in the form of higher rates.

9 **Q: Has the OUCC received any public correspondence in relation to this Cause?**

10 A: Yes. The OUCC has received correspondence from members of the Indiana General  
11 Assembly, community leaders and several community organizations supporting the  
12 reinstatement of these programs. I have attached copies of this correspondence as  
13 Public's Exhibit BEL-2.

14 **Q: What are the most important benefits to participating ratepayers from these**  
15 **programs?**

16 A: Participants in these programs are better able to stay current with their winter heating  
17 bills and avoid disconnection after the winter moratorium period. (See Petitioner's  
18 Exhibit NCE, p. 6, lines 11-19 and Petitioner's Exhibit EOO, p. 5, lines 10 – 17).  
19 Participants are low and moderate income ratepayers who could not otherwise keep  
20 current with their heating bills during extended cold weather, run-ups in the price of  
21 natural gas, or in times of distress (such as illness, family crisis, unemployment, etc.).  
22 Without the Universal Service and Winter Warmth programs, many of these ratepayers  
23 would likely be disconnected from gas service in the Spring and be unable to reconnect  
24 by the following Winter.

1           During the past eighteen months, recession and economic hardship have made  
2 these programs even more essential, as more and more Hoosiers have entered the ranks of  
3 the unemployed. Both the nation and Indiana have, in this time frame, experienced the  
4 highest levels of unemployment in over a quarter of a century. The Universal Service  
5 and Winter Warmth programs are important resources for working families in times of  
6 unemployment and economic hardship. Also, it is my understanding, based on my  
7 knowledge of these programs, that many Hoosier ratepayers who receive assistance from  
8 these programs are elderly or disabled.

9 **Q: Please explain how reinstating these programs can be beneficial to the State's efforts**  
10 **for weatherization and energy efficiency.**

11 A: The federal ARRA presents a unique opportunity to advance energy efficiency by means  
12 of home weatherization. The State of Indiana could receive up to \$132 million in ARRA  
13 weatherization funds. Linking assistance under the Universal Service and Winter  
14 Warmth programs to the application for ARRA weatherization funds not only targets  
15 those most in need of weatherization assistance, but provides a critical linkage that will  
16 encourage maximum participation by ratepayers in the ARRA program.

17           The Joint Petitioners have already realized synergies between their universal  
18 service programs and their energy efficiency efforts. Specifically, these synergies  
19 include not only the identification of customers with the greatest weatherization needs,  
20 but also the connection of these customers with business and community agencies that  
21 can deliver energy audits, appliances, supplies, installation and related weatherization  
22 services. These synergies maximize the effectiveness of the weatherization programs.  
23 The ARRA funding provides opportunities to accelerate Indiana's weatherization and  
24 energy efficiency efforts, by providing more resources than utility-sponsored energy

1 efficiency programs could leverage on their own. Consequently, reinstating the  
2 Universal Service and Winter Warmth programs will facilitate the State's energy  
3 efficiency efforts.

4 **Q: Mr. Lorton, have you reviewed Mr. Carroll's testimony regarding the Joint**  
5 **Petitioners' business case?**

6 A: Yes, I have.

7 **Q: Are there benefits for all ratepayers by reinstating the Universal Service and Winter**  
8 **Warmth programs?**

9 A: Yes. Particularly encouraging is the data showing reductions in collection costs, bad debt  
10 write-offs and disconnection/reconnection expenses. Even in some cases where these  
11 expenses grew, they appear to do so at a slower rate than might be expected. For  
12 instance, total collection costs for Vectren rose slightly in 2008 over 2007 (see  
13 Petitioners' Exhibit DC-2, page 7). This increase took place with the back-drop of a  
14 worsening recession that pushed the national and state unemployment rates higher than in  
15 any recession of the past generation. Nevertheless, the increase in Vectren's collection  
16 costs was 4%, from \$2,995,000 in 2007 to \$3,117,000 in 2008. The level of collection  
17 costs was still well below the levels of 2005 and 2006, when the economy was much  
18 better. This indicates success of the program in controlling collection costs even during a  
19 bad economy. Similar trends can be seen in data from NIPSCO and Citizens Gas.  
20 Containing these costs reduces the impact of these expenses in future rate cases.

21 Second, there is a benefit to all ratepayers if low-income and hardship customers  
22 remain connected and are paying for most of their service. By covering the variable costs  
23 of service and contributing to a portion of the utility's fixed costs, all ratepayers benefit  
24 from keeping low-income and hardship customers connected.

1           Finally, Mr. Carroll's data suggests that there is no negative financial impact on  
2           the bills paid by non-participating ratepayers. The data and calculations he presents show  
3           a net benefit to non-participating ratepayers of between \$0 and \$57 per program  
4           participant.

5   **Q.   You previously mentioned that you reviewed Petitioners' supplemental testimony**  
6   **that was filed on August 28. Do you have any comments pertaining to that**  
7   **testimony?**

8   A.   Yes. I appreciate the efforts of the CEOs of the utilities filing testimony in support of  
9           these programs. Mr. Ellerbrook's direct testimony at page 13 stated his hope that an  
10          evaluation of these programs takes into account the factors of safety, reliability and  
11          customer satisfaction, which he believes are as important as cost. Mr. Ellerbrook also  
12          indicated that absent the USP, system conditions could be less safe due to gas diversion,  
13          and could result in substantial harm to everyone. Given Mr. Ellerbrook's decades of  
14          experience as an executive at Indiana Gas and Vectren, I believe his points regarding  
15          safety, reliability and customer satisfaction are well taken when considering  
16          reinstatement of these programs. Mr. Lykins' direct testimony at page 5 confirms that  
17          while improved safety and customer service are difficult to quantify in a business case  
18          analysis, these factors should be considered when evaluating whether reinstatement of the  
19          USP is in the public interest. Ms. Odum's direct testimony at pages 5 and 6 echoes these  
20          statements.

21   **Q:   Do you have any recommendations and/or changes for the programs?**

22   A:   Yes. Joint Petitioners' programs assist low and moderate income ratepayers, and have  
23          benefits for non-participating ratepayers. Therefore, the OUCC recommends

1 reinstatement of Joint Petitioners' programs. However, the OUCC believes these  
2 programs can be improved, and makes the following recommendations:

3 (1) Establish uniformity among the various utility universal service programs in Indiana.

4 Uniform programs will provide consistent data that will ease administrative review of  
5 these programs by the Commission, Joint Petitioners, the OUCC and other  
6 stakeholders. Uniform programs will provide equal treatment to all customers who  
7 access the program of each utility. Uniform programs will also allow a fair and  
8 consistent comparison of the success of each program. Therefore, the OUCC  
9 recommends a collaborative effort among the Joint Petitioners, with input and  
10 participation from the IURC, the OUCC and interested parties, to standardize the  
11 programs among the utilities.

12 (2) Change the discount distribution to be based on the poverty level rather than the  
13 Energy Assistance Program Matrix points. This change would result in giving the  
14 highest discounts to households with incomes at or below 50% of poverty, and the  
15 lowest discounts to households with incomes greater than the 100% of poverty level.  
16 This modification would focus rate discounts more on "ability to pay", rather than on  
17 "need for program benefits."

18 (3) Add incentives for participants to keep current with their monthly gas bills. Such  
19 incentives could take the form of arrearage forgiveness or an additional earned  
20 discount.

21 (4) Enhance outreach efforts to involve programs participants in weatherization  
22 programs. These efforts take on increased importance as the ARRA funding provides

1 increased opportunities for utility customers to participate in weatherization programs  
2 and energy efficiency.

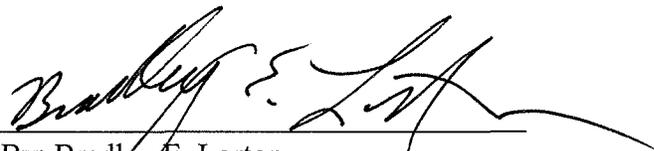
3 (5) Direct utilities to share with the ratepayers more of the costs and benefits of these  
4 programs. Mr. Carroll indicated in the second technical conference that one of the  
5 primary reasons Indiana's gas universal service programs are successful is because of  
6 the financial contributions of the gas utilities. He reiterated this point at page 9 of his  
7 supplemental testimony where he testified that a business case can be made for these  
8 programs due to such contributions. In order to enhance the "business case" for these  
9 programs, the OUCC recommends that each utility be directed to contribute \$1 for  
10 each dollar contributed by their respective ratepayers to their universal service and  
11 winter warmth programs. In other words, each utility would contribute 50% of the  
12 funding for their respective programs. Alternatively, each utility could share any  
13 quantifiable savings of these programs with their ratepayers on a 50/50 basis to take  
14 effect prior to the commencement of their respective next base rate cases.

15 **Q: Does this conclude your testimony?**

16 **A:** Yes, it does.

**AFFIRMATION**

I affirm, under the penalties for perjury, that the foregoing representations are true.

A handwritten signature in black ink, appearing to read "Bradley E. Lorton", written over a horizontal line.

By: Bradley E. Lorton  
Indiana Office of  
Utility Consumer Counselor

September 3, 2009

Date



Public's Exhibit No. 2  
Consumer Comments

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name ROBERTA BROWN Date 8-30-09  
Address 1199 RICHFIELD LN  
City/State/Zip AVON, IN 46123 Phone 317 272-5566

Here is why I think the Program should be renewed:

I AM ON LIMITED INCOME. I KEEP  
MY THERMOSTAT ON 66°.

TO TELL THE TRUTH, I AM COLD  
ALL WINTER!

ANY HELP IS GREATLY APPRECIATED.  
PLEASE SUPPORT THE UNIVERSAL SERVICE  
FUND PROGRAM.

*Roberta Brown*

SEP 1 12:06

Attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

**Action and Stories Are Needed:**

# **Over 50,000 People Will Lose Extra Help With Their Gas Bill**

*Program that helps seniors, persons with disabilities and families with low incomes has expired*

The Universal Service Fund Program assists struggling customers of Citizens Gas, Vectren and NIPSCO by providing a discount on their monthly bill or, in the case of NIPSCO customers, a lump sum payment to help with deposits, etc. Some of the Fund is also used in special hardship cases. The Program was created six years ago with the support of consumer organizations and the utilities.

The Program has now expired. If it is not renewed, thousands of low income households will face even higher gas bills this winter.

*No one wins when someone's heat is shut off!*

*Your help is needed to convince the Office of Utility Consumer Counselor  
and the Indiana Utility Regulatory Commission that this program  
is good for consumers and should be continued.*

## **Write letters in support of the Universal Service Fund Program to:**

A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, Indiana 46204

\* Include your name, address, and why you think the program should be renewed.

\* If you have benefited from the program, be sure to include that, too.

\* Include "I request that my letter be included for Cause No. 43669 with the  
OUCC's official testimony to the IURC."

\* Finally, send United Senior Action a copy of your letter at the address below.

**Contact United Senior Action to learn how else you can get involved.**

317-634-0872 – 800-495-0872 – [info@usaindiana.org](mailto:info@usaindiana.org)



**United Senior Action of Indiana**  
324 W. Morris Street, Suite 114, Indianapolis, Indiana 46225

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name PAUL SEVERANCE Date 8/12/09

Address 326 N. 15TH AVE.

City/State/Zip BEECH GROVE, IN Phone (317) 788-7795  
46107

Here is why I think the Program should be renewed:

This program provides an opportunity for  
all of us to contribute to the basic  
well-being of our most vulnerable  
citizens.

The decision on whether or not to  
continue this program is a decision  
about what kind of state and  
community we want to have. I  
want to live in a state and  
community that does it's best to  
ensure that no one goes without  
heat in the winter. I do not  
want to live in a state and (over)

Continue on back side or attach additional sheets, if necessary

**Send this letter to:**

A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

community that would allow a  
program like this to expire.



**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Linda McKinney Date 8-12-09  
Address 39279 Everett Rapt A  
City/State/Zip Munroe, IN 47304 Phone 765-289-0291

Here is why I think the Program should be renewed:

I am a person with a disability and have  
benefited from this Program. People need extra  
help with their utility Bills. When their income  
is low and it is very hard to make end meet.

Please reinstate the Universal Services fund  
Program. Cause No: 43669

In addition, I know people who have all Electric  
service who need this Program.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Henry Butler Date 8-12-2009

Address 1433 Rembrandt

City/State/Zip Indianapolis, IN 46202 Phone 631-9761

Here is why I think the Program should be renewed:

I read in the AARP magazine that  
there will no increase in the seniors  
benefits, but prices will still be  
going up. There will be a greater  
need for this program.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.



**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Tommy Tillman Date 8/12/09  
Address 754 N Sheridan Ave  
City/State/Zip Indpls IN Phone 317 532 1368

Here is why I think the Program should be renewed:

If the program is not renewed I think that  
the crime rate will increase. Children could  
be taken away from their family. Children  
will die.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Marilyn Manley Date \_\_\_\_\_

Address 3109 N Illinois

City/State/Zip Indpls IN 46208 Phone 924-5370

Here is why I think the Program should be renewed:

I am on Section 8 and unemployed.  
If I lose my utilities, I lose my  
Section 8 which means I'd lose my home.  
Please renew this important program

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Frances Felder Date 8-12-09

Address 739 W. Rochester

City/State/Zip Elletts, Ind 46208 Phone 317/927-1174

Here is why I think the Program should be renewed:

I think that the program should be  
renewed because it is such a big  
help to the middle <sup>class</sup> community. I know  
that it have been such a big help  
to me and my family, please  
renew this program it is vital  
in important. Thank you,

Tom on a fix income and pay  
117.00 per month and this is a  
fix bill for me otherwise I will  
be pay and pay 2-3 hundred dollar  
or be where I live I pay all my utility  
bill out of pocket so please renewed this  
bill

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 21 PM 1:08

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Annie Davis Date 8-13-09

Address 3528 Arthington Blvd

City/State/Zip Indpls IN 46218 Phone 547-7626

Here is why I think the Program should be renewed:

*It helps me a lot being I'm disabled. And gas for home are so high now. I remember I use to be able to pay 2 months for what I pay for 1 month now. I hope we will be able to continue to get the assistance.*

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 20 PM 1:15

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Alice Lacy Date 8-12-09

Address 5531 E 41st Street

City/State/Zip Indpls, IN 46226 Phone 545-0523

Here is why I think the Program should be renewed:

I am a retired citizen on a  
fixed income, I have to make  
a choice to eat or pay bills.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 20 PM 1:15

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Nicole Morris Date 8-12-09

Address 6147 E 39th St

City/State/Zip Indpls, IN 46226 Phone 201-3655

Here is why I think the Program should be renewed:

I have Two kids on Astma Machine  
and I have a Chronic illness problem  
too. So by renewing this program will  
help me a great deal.

We all are on Breathing Machine,

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 20 PM 1:15

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Roderick Townsend Date 8-13-09  
Address 3588 Arthington Blvd  
City/State/Zip Indpls, IN 46218 Phone 312-0709

Here is why I think the Program should be renewed:

I am a disable person I need  
Needs alot of care from others.  
I have kidney failure. Please  
Renew the funding program  
for people like me.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 20 PM 1:15

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Lorraine Thompson Date 8-13-09

Address 306 West Hampton Dr.

Lorraine Thompson  
306 W Hampton Dr.  
Indianapolis, IN 46208-3633

City/State/Zip Indianapolis In Phone 283-1866  
46208

Here is why I think the Program should be renewed:

EDAP Program was established to keep  
low income Hoosiers improve their  
Quality of life, along with other reason.  
Energy Assistance Program was to provide  
financial assistance to low income family,  
the need is greater now than ever before  
if the bill don't pass there will be more  
death from house fires by people trying to  
keep warm after their gas has been cut off.  
We are struggling now more than ever to  
stay a line, we have to chose between food  
or heat sometime. I am still trying to pay last  
year gas bill. Please renew the Program.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 31 PM 1:22

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.



525 N. 4th Street • Lafayette, IN 47901-1004

Phone (765) 423-2691 • Fax (765) 423-2693

# FAX COVER SHEET

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_am....pm

FROM: Patricia O'Callaghan, Director of Social Justice

TO: Consumer Services Staff

ADDRESS: IN office of Utility Consumer Counselor

FAX #: 317-232-5923 PHONE #: \_\_\_\_\_

# of PAGES (including this one): \_\_\_\_\_

MESSAGE:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NOTICE OF CONFIDENTIALITY: This message and any attachments are solely for the person or organization to whom it is addressed. It may contain privileged and confidential information. If you are not the intended recipient, you should not copy, distribute or take any action on this information. If you have received this transmission in error, please notify the sender at the address above.



• 525 North 4th Street, Lafayette, IN 47901-1004  
• Phone (765) 423-2691 • Fax (765) 423-2693

• E-Mail: lum@lafayetteurbanministry.org  
• Web: www.lafayetteurbanministry.org

Consumer Services Staff  
Indiana Office of Utility Consumer Counselor  
100 N. Senate Ave., Room N501  
Indianapolis, IN 46204

July 29, 2009

Dear Consumer Counselor:

I am writing in support of the recently re-filed Universal Service Fund Programs offered by Citizens Gas and Vectren being reviewed by the Indiana Utility Regulatory Commission. The most recent program, which expired at the end of May, was a joint filing by the utilities (cause number 42590), and the new joint filing number is 43669.

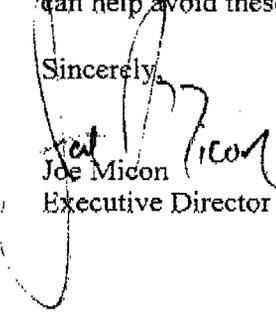
Lafayette Urban Ministry is an organization of 47 area churches that serves as a social safety net for the poor of Tippecanoe County. We have more than 20 programs to help that population; one of them is our emergency assistance program, through which we provide emergency financial assistance for rent, utilities, prescription medicines, and other life-sustaining needs. In that program we distribute approximately \$50,000 a year in utility assistance alone. In the current economic situation, we are seeing more and more people in need.

As the Executive Director of Lafayette Urban Ministry, I strongly support the Universal Service Program of Citizens Gas and Vectren, where low-income consumers get a credit toward their total natural gas bill. A goal of the program is to try and keep customers connected and avoid the expense (to the customer, the utility, and the helping agency) of reconnection.

The Universal Service Program benefits all concerned, including ratepayers, by reducing the utilities' bad debt, decreasing collection costs, as well as avoiding disconnect-reconnect expense, and thus reducing fixed costs.

Every winter some families who cannot afford to pay their heating bills resort to heating their homes with space heaters or ovens, resulting in fires and loss of life. Children who are cold, and whose parents cannot prepare hot meals, can suffer life-long consequences. Keeping their heat on can help avoid these tragedies. Thank you for your consideration.

Sincerely,

  
Joe Micon  
Executive Director

SCANNED  
Document Control: By CW  
Scanned Date: 7/31/09  
Upload: ✓ Emailed: \_\_\_\_\_  
Calendar: RMS: 24863 Outlook: \_\_\_\_\_

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Angela Parker Date 8/12/09

Address 409 N. Antennial St.

City/State/Zip Indianapolis, IN. 46222 Phone 317-238-9351

Here is why I think the Program should be renewed:

As a single mother I understand that  
sometimes we need a little help. So  
far I have been blessed to not need  
this program, however as a young  
girl, growing up in the worst kinds of  
poverty, I was no stranger to  
public assistance. I remember a  
time, in the winter, when my mother  
& sisters would have frozen &  
starved if we had not had this program  
available to assist us with our gas.  
I just hope, should I have need for it  
myself, this program will still be here



Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 10 PM 2:28

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

to keep my children out of the  
cold.

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name VERLIE Hoskins Date Aug 12, 09

Address 712 E 46<sup>th</sup> St

City/State/Zip INDIANAPOLIS, IN Phone 317-438-6591 <sup>TRACT</sup> <sub>cell</sub>  
46205

Here is why I think the Program should be renewed:

I am a citizen of This Country and a senior  
of 69 years while I've tried to be productive  
all of my life as best as I can these years  
of decline has left me in a wondering how  
I can remain Independent with the resources  
being pulled right from underneath me.  
I was declared disable some years back  
yet I've tried to live independent and some  
what self reliant. This year and last year  
its more difficult than ever to maintain  
so I'm currently homeless my belongings in an  
abandoned garage near where I once lived  
I'm seperated from family members who live  
here in Town A Daughter + Son and Grand.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

I receive 674 Disability + 90. in food stamps.  
This past year The Gas was so high I could not have  
It restored and with space heaters I tried to stay  
warm and sent up the Electric bill as well. soon I had  
Neither Gas or lights. I could not cover the bills over 11,12,000  
and could not get assistance with these bills. I'm in debt  
with both. and homeless any assistance to change this  
is needed to say the least for being homeless

I was terminated by section 8 over this issue  
of abilities off, I don't think I can go on like  
this for long and not this winter I need a  
Blessing and soon I PRAY so I have some health  
Issues as well its hard

Vertine Hoskins

I request that my letter be included  
for # Cause No. 43669

this program - Universal Service  
Fund Program. has help  
me. I can hardly pay my  
bills I appreciate the help  
that has<sup>and</sup> will be given to  
me. so please keep this program.

Gladys Byrns  
3938 N Grand Ave  
Indpls IN 46226

AUG 19 PM 1:30

5756

FROM : IaUW

FAX NO. : 3179211397

Aug. 14 2009 04:05PM P2



Creating a statewide information and referral system to connect Hoosiers with needs to human services. **dial 2-1-1**

August 14, 2009

Consumer Services Staff  
Indiana Office of Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

Re: Cause Number 43669

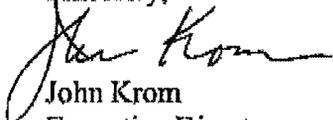
Gentlemen:

Indiana 211 Partnership provides information and referral to any Hoosiers in need of health and human services. In 2008, we received nearly 375,000 such calls. Our experience has been that when people lack the most basic of human needs, such as food, clothing and shelter, they focus only on those unmet needs at the expense of underlying problems that caused their situation of need. Our goal is to help them find assistance for their pressing basic needs so that they can focus on long-term achievements that will help them become self sufficient.

One such basic need is heat during the wintertime. Indiana 211 Centers across the state received 59,458 calls for utility assistance last year, or 15.9% of our total calls. For the first time, request for utility assistance surpassed requests for food which had long been the number one need. Mainly because of the downturn in the economy, call volume has increased 40% on an annual rate. Most of this increased volume is from newly unemployed or underemployed who, usually for the first time, have to ask for basic human needs, such as utility assistance.

In the past, 2-1-1 callers have relied on the Universal Service Fund Programs offered by Citizens Gas and Vectren as well as the NIPSCO Winter Warmth Program to alleviate the basic human need for warmth. Without these programs, many Hoosiers will slide backwards and will be unable to do the necessary things needed to progress. We urge that these programs be re-instituted.

Sincerely,

  
John Krom  
Executive Director

Indiana 211 Partnership, Inc.

3901 N. Meridian St., Suite 9 | Indianapolis, IN 46208-4026 | **tele** 317.921.7527 | **fax** 317.921.1397 | **web** www.in211.org

**Indiana 211 Partnership**  
**3901 N. Meridian St., Ste 9**  
**Indianapolis, IN 46208**  
**317-921-7527 voice**  
**317-921-1397 fax**

**facsimile transmittal**

**To: OUCG** **Fax: 317-232-5923**  
**From: John Krom** **Date: 8/14/2009**  
**Re: Comments on Cause #43669** **Pages: 2 including cover sheet**  
**Cc:**

Urgent     For review     Please comment     Please reply     Please recycle

**confidential**

## Davis, Theresa

---

**From:** Swinger, Anthony  
**Sent:** Wednesday, August 26, 2009 3:35 PM  
**To:** Stippler, David; Higgins, Richard J; Gray, Abby; Courter, Leja; Snyder, Ray; Davis, Theresa; Boyd-Sledge, Gina; Haeny, Kathleen  
**Subject:** 43669 - Consumer Comments - David Sklar

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

-----Original Message-----

**From:** UCC Consumer Info  
**Sent:** Wednesday, August 26, 2009 2:01 PM  
**To:** 'd\_sklar@indyjcrc.org'  
**Subject:** RE: Website Contact Form - IURC Cause No. 43669

Mr. Sklar:

Thank you for taking the time to visit our Website and for sharing your concerns about the natural gas Universal Service Program case currently pending before the Indiana Utility Regulatory Commission (IURC).

The Indiana Office of Utility Consumer Counselor (OUCC) has received and will review your message. We will also file it with the IURC for inclusion in the case's evidentiary record. At this time, the OUCC is scheduled to complete our review and file testimony in this case on September 3, 2009.

More information on this case is available on our Website at <http://www.in.gov/oucc/2569.htm>. Again, thank you for contacting us.

Sincerely,  
Anthony Swinger  
Director of External Affairs  
Indiana Office of Utility Consumer Counselor (OUCC)

-----Original Message-----

**From:** Web Form Poster [mailto:d\_sklar@indyjcrc.org]  
**Sent:** Tuesday, August 18, 2009 11:55 AM  
**To:** UCC Consumer Info  
**Subject:** Website Contact Form

**Title:** Mr.  
**First Name:** David  
**Last Name:** Sklar  
**Email:** [d\\_sklar@indyjcrc.org](mailto:d_sklar@indyjcrc.org)  
**Street Address:** 1100 W. 42nd St.  
**City:** Indianapolis  
**State:** IN  
**Zip:** 46208  
**Phone:** (317)926-2935 ext.  
**Type:** work

No Phone Service:

Case Number: 43669 and the previous programs listed as cause number 42590

Comments: My name is David Sklar; I am the Government Affairs Associate with the Jewish Community Relations Council of Indianapolis. The JCRC is has been the advocacy, community, and government relations arm of the organized Indianapolis Jewish Community since 1942. I write today to extend to the Indiana Office of Utility Consumer Counselor (OUCC) the JCRC's strong support for the continuation of the Universal Service Fund Programs. The JCRC has long been an advocate for, and supporter of, the Federal Low Income Heating Assistance Program (LIHEAP) and feel that these fund programs are a beneficial and necessary compliment to that program. The programs themselves are clearly supported by the multitude of utility companies that have brought forward this case and by their own standards work to: reduce uncollectible bills as customers are better able to make payments; allow increased numbers of customers to stay connected helping to cover the fixed costs of the system; and reduce administrative costs. Similarly in this tough economic time, with more and more people accessing public assistance, there are huge societal benefits that cannot be overlooked. These programs over their first years of existence have proven to: reduce the number of disconnections; provide public safety benefits such as reductions in health and fire risks due to reduced use of dangerous space heaters; and reduced those in need to cut back on other daily essentials such as medication, or food. With all of these positive benefits in mind the JCRC urges the OUCC to allow the utility companies in question to once again allow their rate-payers that need a helping hand access these Universal Service Fund Programs.

**From:** Dave Menzer [dmenzer@incap.org]  
**Sent:** Tuesday, July 28, 2009 11:33 AM  
**To:** UCC Consumer Info; Swinger, Anthony  
**Cc:** Dave Menzer  
**Subject:** Comments in support of Cause number43669  
**Attachments:** Comments on Cause Number 43669.doc

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Completeted CSD-task

Hello Anthony,

Attached and pasted below are my comments in support of cause number 43669.

Please consider these and include them as part of the record in this proceeding.

Sincerely,  
 Dave Menzer  
 Team Leader  
 CAA Utility Programs  
 INCAA  
 1845 West 18<sup>th</sup> St.  
 Indianapolis, IN 46202  
 1-317-638-4232 or dmenzer@incap.org

**Comments on Cause Number 43669  
 Citizens Gas and Vectren Universal Service Fund Programs  
 and NIPSCO Winter Warmth program**

**June 25, 2009**

My name is Dave Menzer; I work for the Indiana Community Action Association which is the association for Indiana's Community Action Agencies who deliver heating assistance and weatherization services in all 92 counties. As the Team Leader for Community Action Agency Utility Programs I work closely with utility representatives to design and deliver utility funded assistance and weatherization programs. I serve as Chair of the Coalition to Keep Indiana Warm which includes community organizations, consumer advocates, utilities, and faith based organizations as well as state agencies including the Office of Utility Consumer Counselor and representatives from the Indiana Utility Regulatory Commission.

I have worked over the years with utilities and community service providers to identify ways to meet the growing need for utility assistance as energy prices have risen dramatically over the past decade. Now with the economic down turn, need has never been greater. I was involved with Citizens Gas and Vectren in the original program design in Cause number 42590 and worked with the consumer groups to push for a tiered rate discount system that would better allocate limited resources. Our goal in supporting and promoting the programs all along has been to help low-income and fixed income households maintain their utility service and remain safe in their homes.

Numerous community groups, faith based organizations and service providers along with recipients of the program have testified and commented in support of these programs in the past. Many are now commenting in support of the new programs filed in Cause number 43669 submitting comments to the Office of Utility Consumer Counselor.

These programs reduce bad debt and administrative costs for the utility while they help keep people on the system and contributing to the fixed costs of that system. All of these benefits help offset the minimal rate impact of the programs. Additionally, the utilities have consistently increased their bad debt recovery from all rate payers in their recent rate cases, and they have also pushed for bad debt trackers in previous sessions of the Indiana General Assembly. Such trackers would raise rates for all rate payers allowing the utilities to simply pass on the costs without any benefit to those struggling to pay.

While it is clear in prior orders the Commission has expressed a desire to see a business case for the programs that benefit all rate payers using a utility rate impact test or similar cost test. It is clear from the programs stated goal that they seek to act as a safety net and supplement to inadequate funding for utility assistance from the Federal LIHEAP program and a lack of state funding.

-2-

Without the programs many thousands of households across the state would face disconnection of essential utility service yet ratepayers would still pay for the resulting bad debt.

Existing faith based and community organizations such as United Way are struggling to raise resources during the current recession, cutting staff and programs, and finding fewer volunteers. *"United Way Cuts Jobs, Agency Funding"* Indianapolis Star, March 17<sup>th</sup>, 2009. These organizations are already struggling to meet the needs of many families who are seeking help with everything from food to medicine to shelter. *"Demand Up 300% at Greenwood Food Pantries"* Indianapolis Star, June 25<sup>th</sup> 2009. Collectively the not-for-profit sector cannot come close to replacing the level of resources generated for utility assistance with these programs if they are not renewed.

Many rate mechanisms have been developed over the years to ensure reliable universal service with urban areas subsidizing both rural electrification and telecommunication networks for the collective good. The Indiana General Assembly granted authority to the IURC to approve alternative regulatory plans that are found to be in the public interest when they passed Senate Bill 637 in 1995. Since then numerous alternative regulatory filings have been approved including economic development rates, assistance and efficiency programs.

Considering the fact that these programs have helped more than 100,000 Indiana households, most of which are seniors, people with disabilities or families with small children in the home, failing to ensure these populations have access to essential safe and reliable utility service would represent a failure on the part of the IURC to adhere to its statutory mission.

**"The Commission's mission is to assure that utilities and others use adequate planning and resources for the provision of safe and reliable utility services at a reasonable cost. [IC 8-1-2-4]"**

I urge the IURC to consider the beneficiaries of these programs not just as low-income households. They are our grandmothers and grandfathers, our neighbors, our children, our disabled veterans, and military families who because of a loss of income due to a spouse serving abroad need help. They are the recently unemployed in the current recession who are the victims of the failure to properly regulate our financial markets and lending. They are retired auto workers who now face losing their pensions and medical coverage, they are the sick who are plagued by unaffordable medical bills in short they are all of us and any of us who might fall on tough times.

-3-

### Indiana Unemployment Rate Jumps to Double Digits WISE33

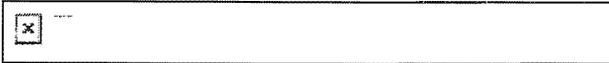
updated 5:53 p.m. ET, Mon., June 22, 2009

FORT WAYNE, Ind. (Indiana's NewsCenter) - Indiana's unemployment rate jumps into double digits, as more than 15,000 jobs are lost in the last month alone.

The state's unemployment rate 10.6 % for the month of May, that's more than one percentage point higher than the national average.

And as expected, the numbers show counties in Northeast Indiana continue to be hit the hardest.

<http://www.msnbc.msn.com/id/31446421/>



June 30, 2009

## 2 Ind. cities top U.S. jobless rate increase

*Associated Press*

WASHINGTON — Unemployment rates rose in all the largest U.S. metropolitan areas for the fifth straight month in May.

The Labor Department says jobless rates in May rose from a year earlier in all 372 metropolitan areas it tracks.

The unemployment rate in Kokomo, Ind., jumped to 18.8 percent, up 11.7 percentage points from a year ago, the largest increase of all metro areas. The second-highest jump occurred in Indiana's Elkhart-Goshen. Its rate jumped to 17.5 percent, up 11.4 percentage points from a year earlier. Both areas have been slammed by layoffs in transportation equipment manufacturing.

Part of our Hoosier family values must be to ensure the health and safety of our neighbors particularly during such tough economic times. If our neighbor's house was on fire, we would not turn our backs, our moral compass would direct us to help put out the fire or better yet in the case of those forced to heat with unsafe measures, avoid the fire, loss of life and other ramifications all together. The contribution of utilities and the public to be proactive in addressing a growing need is in my view our duty to one another and is clearly in the public interest.

This concludes my comments.



# State of Indiana

# Senate

Senator Jean Leising  
5268 Stockpile Road  
Oldenburg, Indiana 47036  
Residence: (812) 934-4118  
State House: (800) 382-9467  
E-mail: S42@in.gov

Committees:  
Agriculture & Small Business  
Education & Career Development  
Health & Provider Services  
Provider Services Subcommittee  
Utilities & Technology

August 14, 2009

Mr. A. David Stippler  
Indiana Utility Consumer Counselor  
115 West Washington Street, Suite 1500 South  
Indianapolis, IN 46204

Dear David,

I am writing in support of renewal of the Universal Service Fund Program (USF Program) which provides heating assistance to low income customers of Citizens Gas, Vectren and NIPSCO.

My Senate district is primarily rural and many of its citizens are elderly and on fixed incomes. I have been informed that some LP gas companies may change their delivery and payment requirements which will cause some of my constituents to go without heat due to this change. The USF Program is vital for them to survive our harsh Indiana winters.

In light of the current nationwide recession and slow economic recovery, I believe renewing the USF Program is of the utmost urgency and of vital importance to our citizens in rural areas.

Thank you for allowing me to add my concerns in seeking the renewal of the USF Program. If you need any further information, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Jean Leising".

Jean Leising  
State Senator  
District 42

AUG 18 PM 2:23

JL:cm

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Charlotte Burton Date 8-12-09

Address 560 W. 30th

City/State/Zip Indpls. IN 46208 Phone 317-717-2016

Here is why I think the Program should be renewed:

I'm a single mother of 4 struggling to make it by myself. I have a four bed room house, two bath and with the economy falling it hard to pay a large bills like that. I've filed child support, but there's been no such luck. Please renew this program it is trulyly need. I'm attend school and I cannot do this alone

God Bless

Charlotte and Family

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

AUG 21 PM 1:07

## Davis, Theresa

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**From:** UCC Consumer Info  
**Sent:** Tuesday, August 18, 2009 2:07 PM  
**To:** Swinger, Anthony; Davis, Theresa  
**Subject:** FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:d\_sklar@indyjcrc.org]  
Sent: Tuesday, August 18, 2009 11:55 AM  
To: UCC Consumer Info  
Subject: Website Contact Form

Title: Mr.  
First Name: David  
Last Name: Sklar  
Email: [d\\_sklar@indyjcrc.org](mailto:d_sklar@indyjcrc.org)  
Street Address: 1100 W. 42nd St.  
City: Indianapolis  
State: IN  
Zip: 46208  
Phone: (317)926-2935 ext.  
Type: work  
No Phone Service:

Case Number: 43669 and the previous programs listed as cause number 42590

Comments: My name is David Sklar; I am the Government Affairs Associate with the Jewish Community Relations Council of Indianapolis. The JCRC is has been the advocacy, community, and government relations arm of the organized Indianapolis Jewish Community since 1942. I write today to extend to the Indiana Office of Utility Consumer Counselor (OUCC) the JCRC's strong support for the continuation of the Universal Service Fund Programs. The JCRC has long been an advocate for, and supporter of, the Federal Low Income Heating Assistance Program (LIHEAP) and feel that these fund programs are a beneficial and necessary compliment to that program. The programs themselves are clearly supported by the multitude of utility companies that have brought forward this case and by their own standards work to: reduce uncollectible bills as customers are better able to make payments; allow increased numbers of customers to stay connected helping to cover the fixed costs of the system; and reduce administrative costs. Similarly in this tough economic time, with more and more people accessing public assistance, there are huge societal benefits that cannot be overlooked. These programs over their first years of existence have proven to: reduce the number of disconnections; provide public safety benefits such as reductions in health and fire risks due to reduced use of dangerous space heaters; and reduced those in need to cut back on other daily essentials such as medication, or food. With all of these positive benefits in mind the JCRC urges the OUCC to allow the utility companies in question to once again allow their rate-payers that need a helping hand access these Universal Service Fund Programs.



# United Senior Action of Indiana

324 W. Morris Street, Suite 114, Indianapolis, IN 46225-1491

317.634.0872 • 800.495.0872 • Fax: 317.687.3661

Email: [info@usaindiana.org](mailto:info@usaindiana.org) • Website: [www.usaindiana.org](http://www.usaindiana.org)

August 16, 2009

Mr. A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington Street, Suite 1500 South  
Indianapolis, Indiana 46204

RE: Universal Service Fund Program – Cause No. 43669

Dear Mr. Stippler,

Please find enclosed letters in support of the renewal of the Universal Service Fund Program. Each individual is requesting that their letter be included in the OUCC's official testimony to the Indiana Utility Regulatory Commission.

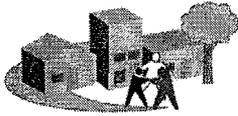
As the original letters are on color paper, I have produced a "clean" white set to facilitate easier copying by your office.

The members of United Senior Action, Citizens Action Coalition, AARP Indiana and the individuals whose comments are enclosed urge your office's support for the Program. Should you have any questions, please contact me at 687-3656.

Sincerely,

Michelle L. Niemier  
Executive Director

AUG 17 PM 3:04



5662

**NORTHWEST INDIANA COMMUNITY ACTION**  
*Area One Agency on Aging and Community Action Agency*

July 28, 2009

Consumer Services Staff  
Indiana Office of Utility Consumer Counselor  
115 W Washington Street  
Suite 1500 South  
Indianapolis, Indiana 46204

Dear Commission Members,

Cause # 43669

I, Gloria Robinson, wish to extend my support to the reauthorization of the NIPSCO Winter Warmth Program. The Winter Warmth Program assisted more than 1,456 families in the Hammond and East Chicago community during the 2008-2009 heating season with additional resources in order to continue or restore heat in their homes. Without this program these families would not have been able to access LIHEAP funds to continue or restore utility service. Because of the economic conditions in Northwest Indiana and the around the world, families are going to be in need of this type of program more than ever in the coming year

Thank you for your consideration.

Sincerely,

Gloria Robinson  
Energy Assistance Supervisor



5240 Fountain Drive • Crown Point, IN 46307

Ph: 219.794.1829 • Toll-Free 800.826.7871 • Fax: 219.794.1860 • TTY: 888.814.7597

[www.nwi-ca.com](http://www.nwi-ca.com)

*An Equal Opportunity Employer*





**From:** [UCC Consumer Info](#)  
**To:** [Williams, Cheryl](#)  
**Subject:** FW: Utility assistance programs  
**Date:** Thursday, June 18, 2009 12:34:23 PM

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Cause No. 43669 - comments

---

**From:** Dick Enyart [mailto:denyart@rtcol.com]  
**Sent:** Thursday, June 18, 2009 11:28 AM  
**To:** UCC Consumer Info  
**Subject:** Utility assistance programs

Date: June 18, 2009

Subject: In favor of Utility Assistance Programs

From: Richard A Enyart,(Dick)  
2420 Country Club Dr, S.  
Rochester, Indiana 46975  
Phone: 574.223.3354

SCANNED

Document Control: By CW  
Scanned Date: 6/19/09  
Upload:  Emailed:   
Calendar: RMS: 24963 Outlook: \_\_\_\_\_

We are a NIPSCO Gas Utility customer at the above address.

I am a volunteer, active with volunteer groups who provide assistance to the poor and unemployed in Fulton County.

For the last 13 years I have worked with Fulton County United Ministries ,Outreach Division to provide assistance ,one time per year, to Fulton County Families who are unable to pay one of these items, Rent, Utility and Medication.

For the last three years I have acted as The Service Provider for the Salvation Army in Fulton County.

A new pet project is to open a free medical clinic for the unininsured and under served in Fulton County which will open in August 2009. (Compassionate Health Center)

I also act as the coordinator for NIPSCO's Winter Warmth and Gift of Warmth programs in Fulton County and have done this for 4 years.

These programs have provided over \$40,000.00 in assistance to one hundred and fifteen NIPSCO clients during the heating season of 2008 and 2009. I do not know how we could have met the need in our county for assistance with out these two programs and frankly ,due the rising cost of energy, I would like to see all utilities follow with similar programs. The cost to the consumer is minimal,when you consider to the good these programs provide to the poor and working poor.

If there is a law putting these program at risk then lets get it changed, but preserve and expand these types programs to other utilities to help the growing number of poor and working poor in our communities. If the Commission would desire, I would be happy to talk to you on the phone or personally about this issue, but I ask you to preserve and expand these programs.

Dick Enyart

\_\_\_\_\_ Information from ESET NOD32 Antivirus, version of virus signature database

**From:** [UCC Consumer Info](#)  
**To:** [Williams, Cheryl](#)  
**Subject:** FW: Help for people  
**Date:** Friday, June 26, 2009 7:21:40 AM  
**Attachments:** [Don Meyer.vcf](#)

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43669

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**From:** Don Meyer [mailto:[dmeyer@rtcol.com](mailto:dmeyer@rtcol.com)]  
**Sent:** Thursday, June 25, 2009 4:25 PM  
**To:** UCC Consumer Info  
**Cc:** [denyart@rtcol.com](mailto:denyart@rtcol.com); [dmenzer@incap.org](mailto:dmenzer@incap.org)  
**Subject:** Help for people

Hello, The financial pressure on people now is greater than I've ever seen in my lifetime (since 1960). This would not be the time to discontinue a helping service that enables people to have the basic necessities when times are hard. Please continue the Universal Service Fund Programs offered by Citizens Gas and Vectren and also the NIPSCO Winter Warmth Program. Our church and community are doing what we can, but it takes all of us together to make a Better Together Utility (BTU) Difference. Thanks for your help.

Don Meyer  
Pastor  
Church of the Nazarene  
1987 S. Southway 31  
Rochester, IN 46975  
Ch. 574-223-6817

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**STATE OF INDIANA  
HOUSE OF REPRESENTATIVES**

THIRD FLOOR STATE HOUSE  
INDIANAPOLIS, INDIANA 46204

Suzanne Crouch  
12345 Browning Rd.  
Evansville, Indiana 47725  
website: [www.in.gov/h78](http://www.in.gov/h78)

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COMMITTEES:  
Financial Institutions  
Ways and Means

August 10, 2009

Indiana Office of Utility Consumer Counselor  
National City Center  
115 W. Washington St., Suite 1500 South  
Indianapolis, Indiana 46204

This letter is written in support of the Universal Service Programs. We ask for your consideration of the renewal of the program, and we request that this letter be placed into the record.

As legislators, we hear from many constituents who have difficulty paying for essentials such as food and utilities. In the tough economic time that we are currently experiencing, these programs assist those families who desperately need help in order to survive. We try to do all that we can for our constituents, and we believe these programs are ones that can help families stay afloat during hard times.

I realize the importance of evaluating this program in the context of how it affects and benefits all ratepayers. The main benefit for all ratepayers is the lower business costs for utilities associated with locating delinquent ratepayers and disconnecting/reconnecting service. When these business costs are reduced, all ratepayers benefit by stable rates and service.

Sincerely,

Suzanne Crouch  
State Representative

Vaneta Becker  
State Senator

cc: David Hardy, IURC  
A. David Stippler, OUCC

SC:RH

NOV 17 2009

3031 Winfield av  
Laaple, In. 46222  
Aug. 17, 2009

To Whom it May Concern,

I am writing pleading you find a way to continue to help us with our gas bills. I am a widow with only a widow income for Social Security I have no other income I have a mortgage payment and all other household bills and what <sup>ever</sup> repairs occur - and medications monthly to come out of this once a month income. Your help is much needed

I am thanking you in advance that you will help us - even with the help it is hard - very hard I am 74 years old - Born - 10-28-1934 my husband and I worked all of our lives trying to be good citizens. He passed 2009.

yours truly  
Ginnett Brown

**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Mary Stangllee Date 8-12-09  
Address 1344 W 34  
City/State/Zip Ind/P 5 Phone 931 09 81

Here is why I think the Program should be renewed:

Because people, but work  
I am old, money is scarce  
and I don't have anybody to help  
no husband or children  
mostly all along I had some  
help last yr and I was so  
happy to get that help so  
we cant get help this time  
a lots of us were dye from  
the cold weather  
so please help if you can

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stipler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

AUG 27 PM 1:11

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.





Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669

I request that my support for the Universal Service Fund Programs and this letter be included with the Office of Utility Consumer Counselor's official testimony to the Indiana Utility Regulatory Commission.

Name Demetria Price Date 8-12-09

Address 2840 N. Delaware

City/State/Zip Indpls, IN 46205 Phone 317-926-5240

Here is why I think the Program should be renewed:

BECAUSE I'M a single MOM, unemployed,  
on a fixed income. The budget was  
my way of surviving with my gas bill  
now that reached a high I couldn't  
keep up with the new budget plan.

Before the new budget plan my  
gas was on. Now its off and I  
need all the help I can get to  
have my gas on by the winter  
months. Please continue giving the  
help all people like me needs.

Renew this bill!!  
People like me & my family need it.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

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Name Ricky Thomas Date \_\_\_\_\_

Address 5425 E. 39th

City/State/Zip Indy, Ind. 46226 Phone 987-1650

Here is why I think the Program should be renewed:

My gas is cut off at this time.  
I applied last year for help but  
didn't receive it. I don't  
have a job at this time and  
I truly need help.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stipler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

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Cause Number 43669**

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Name Andrew King Date 8/12/09

Address 611 North Capitol Ave

City/State/Zip Indianapolis, IN 46204 Phone \_\_\_\_\_

Here is why I think the Program should be renewed:

Most of the people at work force use  
program This program helps low income families  
elderly and disable vets, fixed income and unemployed  
and in all these children are present. People will  
move to portable heaters; increase in fire, death. People  
will move away; more abandon homes, more foreclosures  
more crime. People will freeze to death.

100,000 households use this program  
that will turn to one of these 3 things

Without this program more people  
will die.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stipler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Cause Number 43669**

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Name Shawn Lark Date 09/12/08

Address 1848 Ludlow

City/State/Zip Indianapolis Phone \_\_\_\_\_

Here is why I think the Program should be renewed:

Through difficult situation like our <sup>economical</sup> ~~economic~~  
Recession we the people need the program to  
assist family's homes which is important to  
living in ~~the~~ low income housing with women  
and children. our elder's and family's that are  
going through hardships through lost of income  
and job as well as the disabled which only have  
a small ~~small~~ income to manage.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stipler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Official Letter in Support of the Universal Service Fund Programs  
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Name Frederick Qualls Date 8-12-09

Address 11549 Colony Wood

City/State/Zip Indpls, IN 46226 Phone (317)217-8224

Here is why I think the Program should be renewed:

The program should be renewed for several reasons. One reason to renew the program is the economy is bad and the ~~lot~~<sup>less</sup> fortunate need all the assistance they can get. People who can't pay ~~the~~ ~~the~~ their gas, could die if the temperature gets too low. These are a couple reasons to renew the program. I'm willing to help thank you God bless you.

Frederick Qualls III

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Cause Number 43669**

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Name Charles, Smith Date 8-12-09  
Address 3938 N. Grand Avenue  
City/State/Zip INDIANAPOLIS, IN 46226 Phone (317) 562-0664

Here is why I think the Program should be renewed:

The REASON why I think the Program should be renewed, is because; right now the economy is hurting, people are losing jobs; We also have families that can barely afford rent; mostly single mother working hard to just keep their family fed. We have to come together as a unity for our future. Also I have ~~be~~ been on that side of the line where we have no heat in the house on long cold winters. So I think we should come together for our community. Thanks you. Also for the people want lose their homes;

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stipler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Name LOIS L NELSON Date 8/12/2009  
Address 3511 CARROLLTON AVE  
City/State/Zip INDIANAPOLIS, IN 46205 Phone 317 925 4920

Here is why I think the Program should be renewed:

MANY ARE RECENTLY UNEMPLOYED, LOW INCOME  
WHO ARE TOTALLY IN NEED OF THIS SUPPORT. WITH-  
OUT THE ASSISTANCE THEY + THEIR CHILDREN  
WILL SUFFER.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Cause Number 43669**

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Name Frankie Grundy Date 8-12-09  
Address 3220 Rader  
City/State/Zip Indpls, IN 46208 Phone 317-924-3681

Here is why I think the Program should be renewed:

The program brings help to  
people in need.

It helps them to make  
a choice of not having to  
commit crime so as to  
provide for ones self and  
their family.

It is a program to  
aid better living for all.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Cause Number 43669**

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Name CHERYL T THOMPSON Date 8/12/2009

Address 1411 W. LYNN DR

City/State/Zip INDPLS, IN 46202 Phone 631 2839

Here is why I think the Program should be renewed:

*I have grandchild whose mother is struggling to make ends meet I can't help them because I paying three thousand dollars a month for cancer medication even with insurance. soon I will need help too.*

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

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Name Betty Hampton Date 8-12-09  
Address 735 W. Walnut St # B  
City/State/Zip Indpls In 46202 Phone 637-2505

Here is why I think the Program should be renewed:

I'm a senior with small income  
I need this service fund. It has  
helped in past. So please continue  
the program

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Cause Number 43669**

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Name Georgia L. Thomas Date 8/12/09

Address 543 Drake

City/State/Zip INDPLS, IN 46203 Phone \_\_\_\_\_

Here is why I think the Program should be renewed:

*Many of us are recently reemployed  
and low income families who are  
totally in need of this support!  
Without this assistance they will  
suffer.*

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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Cause Number 43669**

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Name Beta Leggins Date 8/12/09  
Address 1609 E Tabor St  
City/State/Zip Indpls Ind Phone 783-6879

Here is why I think the Program should be renewed:

*I just lost my husband 7/5/09  
and work is not a problem But  
finding it is hard. And I don't  
know how I'm going to pay my  
bills.*

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

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**Official Letter in Support of the Universal Service Fund Programs  
Cause Number 43669**

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Name Bessie Rogers Date 8/12/09

Address 2964E 42nd St

City/State/Zip Indpls. 46205 Phone 317-8769

Here is why I think the Program should be renewed:

The Universal Service Fund Program assists struggling customers <sup>of</sup> Gas & Electric and NIPSCO by providing a discount on their monthly bill or, in the case of NIPSCO customers, a lump sum payment to help with deposits, etc. Some of the Fund is also used in special hardship cases. The program is now expired. If it is not renewed, thousands of low income households will face even higher gas bills this winter. It could also cause homelessness, fires & even death to the elderly, young adults and children. Please pass this bill.

Continue on back side or attach additional sheets, if necessary

**Send this letter to:** A. David Stippler  
Indiana Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

For more information about this issue, contact United Senior Action at 317-634-0872 or 800-495-0872.

From: donotreply@urc.in.gov  
Sent: Thursday, September 03, 2009 11:15 AM  
To: Davis, Theresa  
Subject: File Uploaded Successfully

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Party Name:OUCC

File Type:Filings in Docketed Cases

Filing Party Name:Theresa Davis

Filing Party Email:tdavis@oucc.in.gov

Date/Time Filed:9/3/2009 11:15:11 AM

Cause Number:43669

Sub Docket Number:NONE

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