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# Indiana Office of Utility Consumer Counselor

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## Consumer News...For You!

### March 2026

*Winter Moratorium \* Case Updates \* NIPSCO Gas Investigation*

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#### **Winter Moratorium Ended March 15**

If you are behind on your gas or electric bills and need to make payment arrangements, now is the time to contact your utilities. Indiana's [statutory moratorium](#) on energy utility disconnections ended on Mar. 15. If you need financial assistance with bills, Indiana's [2-1-1 helpline](#) is available every day, night, and weekend.



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## Case Updates

- Partial denial of [NIPSCO](#)'s \$741 million Transmission, Distribution, and Storage System Improvement Charge (TDSIC) plan for their gas utility has been recommended by the OUCC.
- After review, the OUCC has recommended limiting [City of Bloomington](#) to an increase of 19.69%. Their initial request was 30.5%.
- The OUCC has recommended significant reductions to [Crossroads Utilities](#)' proposed 174% increase.
- [Michigan City](#) has filed for a three-phase rate increase. The phases cumulatively represent a 65.74% increase. Comments are invited.
- [American Suburban Utilities](#) has filed for a sewer rate increase. Consumer comments are invited through April 14, 2026.
- A final order for the pending [AES Indiana](#) rate case is expected by June 24, 2026.
- The OUCC is recommending full denial of [Duke Energy](#)'s nearly \$300 million Demand Side Management (DSM) plan.

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## NIPSCO Gas Investigation

NIPSCO's Gas utility has filed testimony in the IURC's pending investigation into meter issues. The investigation stems from billing discrepancies among customers and, according to the utility, impacted less than 1% of customers.

If you would like to learn more, you can do so through the IURC's [case portal](#).

If you believe you have been impacted by this issue, please contact NIPSCO with your concerns.

Customers wishing to submit comments regarding this case can do so [here](#). The OUCC will file your comments so long as we receive them by May 21, 2026.



## Our Mission

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



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