



For Immediate Release

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News Media Contact:

Anthony Swinger, (317) 233-2747 or
aswinger@oucc.IN.gov

Winter Moratorium Ends Next Week

Indiana's winter utility disconnection moratorium ends one week from today. Consumers who need to make payment arrangements with their utilities are urged to contact their service providers immediately, and not wait until they receive shut-off notices.

"If you are behind on your bills and cannot pay the balance on time and in full, it is important to contact the utility as early as possible to arrange a payment plan you can afford," said Indiana Utility Consumer Counselor Bill Fine. "You may be able to spread the balance out over multiple months, but it is crucial to contact the utility sooner rather than later."

Indiana law prohibits electric and natural gas utilities from shutting off service between Dec. 1 and Mar. 15, if the consumer is either receiving help from the federally funded Energy Efficiency Program (EAP) or if the customer's local EAP intake office has notified the utility that the customer is qualified.

The state's 2-1-1 help line, which can be reached 24/7 from any Indiana county at 2-1-1 or 1-866-211-9966, can direct consumers to local resources for financial assistance and to their county EAP intake offices. Township trustees and certain utilities also offer assistance to consumers in need.

In addition, renters in most Indiana counties may qualify for utility assistance through the Indiana Emergency Rental Assistance Program. More information is available at <https://indianahousingnow.org>.

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The Indiana Office of Utility Consumer Counselor (OUCC) represents Indiana consumer interests before state and federal bodies that regulate utilities. As a state agency, the OUCC's mission is 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.