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Indiana Office of Utility Consumer Counselor (OUCC)
Citizens Action Coalition of Indiana (CAC)

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OUCC & CAC Request AES Indiana Storm Outage Investigation

The Indiana Office of Utility Consumer Counselor (OUCC) and Citizens Action Coalition of Indiana (CAC) have filed a formal petition with the Indiana Utility Regulatory Commission (IURC), requesting an investigation to assess AES Indiana's practices and procedures for storm outage restoration.

Severe storms moved through central Indiana on June 29, 2023 creating tens of thousands of outages throughout AES Indiana's service territory. The utility reported full restoration the evening of July 4, 2023.

The OUCC and CAC are requesting an IURC investigation because of the lengthy restoration time, so that regulators, consumer advocates, and additional stakeholders can learn more about what transpired, what precautions were taken in advance to mitigate storm damage, and what measures were taken to restore service.

"We understand that the June 29 storms were especially intense, and that additional storms occurred in the following days. However, we need to gather the facts regarding the outages, especially the factors causing certain customers to be without electricity for more than five days," said Indiana Utility Consumer Counselor Bill Fine. "Customers should have confidence they will receive safe, reliable, and resilient services from their utilities. We trust that a Commission investigation will identify any steps needed to improve service quality in the future."

"The severe storms notwithstanding, identifying the root causes for these extended outages is critical to understanding what we can do better in the future to ensure a reliable grid," stated Kerwin Olson, CAC Executive Director. "Hoosier ratepayers deserve a complete and thorough investigation."

The petition, filed Tuesday, is available [online](#).

Separately from the proposed investigation, AES Indiana is requesting a base rate increase in IURC Cause No. 45911. The OUCC is reviewing the utility's request and the CAC has filed a motion to formally intervene. Rate case testimony from consumer parties is expected in mid-October. The OUCC is inviting written consumer comments for the rate case's formal record through Oct. 5, 2023.

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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.

Citizens Action Coalition is Indiana's oldest and largest consumer and environmental advocacy organization. CAC's mission is to initiate, facilitate and coordinate citizen action directed to improving the quality of life of all inhabitants of the State of Indiana through principled advocacy of public policies to preserve democracy, conserve natural resources, protect the environment, and provide affordable access to essential human services.