



Indiana Office of Utility Consumer Counselor

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Henry County gas utility investigation: Consumer comments invited

The Indiana Office of Utility Consumer Counselor (OUCC) is inviting written comments from Snow & Ogden Gas Company, Inc. customers, regarding the pending investigation of the utility.

Snow & Ogden, which serves 23 customers in Henry County, is under an Indiana Utility Regulatory Commission (IURC) investigation into its compliance with pipeline safety standards and issues pertaining to the safety of its distribution system.

The IURC's order and documentation initiating this case allege that the utility has failed to meet specific compliance deadlines required by the Commission's Pipeline Safety Division, has not met benchmarks required in a 2013 order (including the release of historical records for the utility's distribution system), and charged "insufficient rates to make system updates necessary to meet federal safety requirements." The documentation further states that "failing to meet the compliance actions required by the Division could potentially lead to an unsafe operating condition."

The IURC Pipeline Safety Division is scheduled to file testimony in the case on September 2, 2014, with response testimony from the utility due on October 4, 2014.

The OUCC, the state agency representing consumer interests in cases before the IURC, is scheduled to file testimony with the Commission on November 3, 2014.

Consumers who wish to submit written comments in this case may do so via the OUCC's Website at www.in.gov/oucc/2361.htm, or by mail, email or fax:

- **Mail:** Consumer Services Staff
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115 W. Washington St., Suite 1500 South
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- **email:** uccinfo@oucc.IN.gov
- **Fax:** (317) 232-5923

Written comments the OUCC receives by October 27, 2014 will be filed with the Commission and included in the case's formal evidentiary record. Comments should include the consumer's **name, mailing address**, and a reference to "**IURC Cause No. 44517.**"

A request for a public field hearing in this case is under consideration. Consumers with questions about submitting written comments can contact the OUCC's consumer services staff toll-free at 1-888-441-2494.

(IURC Cause No. 44517)

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.
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