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[State of Indiana](#)

Consumer News... For You!

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OUCC

Indiana Office of Utility Consumer Counselor

Consumer News... For You!



10-DIGIT DIALING

If your phone number has a 317 area code, it's [time to start including the area code](#) when you dial local calls. A 6-month grace period will go until mid-September, when 10-digit dialing becomes mandatory. The new calling pattern will allow the new 463 area code to be added for new numbers this fall.

MARCH 2016

DID YOU KNOW?

Indiana is 1 of 29 states now using 10-digit dialing for local phone calls to some degree.

NEW RATE CASES

The OUCC is reviewing new rate requests that several utilities have filed with the IURC.

They include Aqua

Indiana's [Aboite Wastewater Division](#), the [City of Evansville](#), & [Southwestern Bartholomew Water Corp.](#)

We invite written consumer comments in all cases.

RATEPAYER SAVINGS

The OUCC & numerous additional parties have reached a settlement agreement with Duke Energy on the utility's [proposed infrastructure plan](#). If approved by the Indiana Utility Regulatory Commission, the agreement will provide nearly \$400 million in annual customer benefits. We have also negotiated settlement agreements in the Citizens [water](#) & [sewer](#) rate cases that will reduce the proposed increases by about \$35 million per year. The Citizens agreements, if approved, would also provide \$200,000 annually to assist low-income consumers with their water & sewer bills. Money for the low-income assistance funds would not come from rates.



Know what's below.
Call before you dig.

SPRING HAS SPRUNG

Warmer temps are coming, and that means more time in the yard or the garden. At least 2 days before you do ANY digging, no matter how small the project, be sure to [call 811](#) or complete the form at [811now.com](#). It costs nothing to have your utility lines marked, and it's the law.

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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