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[State of Indiana](#)

## Consumer News... For You! The OUCC's April 2019 Newsletter

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# OUCC

Indiana Office of Utility  
Consumer Counselor  
Consumer News.... For You!

APRIL 2019



Someone damages an underground utility line every 9 minutes, even though most damages are easily preventable. It's crucial that you call 8-1-1 or complete the form at [811now.com](#) at least two business days before starting any project that involves digging. It's also required by Indiana law. After you call or click 8-1-1, the locations of public utility lines on your property will be marked with paint, flags, or both. Every April is National Safe Digging Month, an annual reminder to never assume where the lines are, or how deeply they're buried.



### IAWC RATE SETTLEMENT

The OUCC and all additional parties in the [Indiana American Water Co.](#) rate case have reached a settlement agreement. If approved, the agreement would provide about half of the utility's rate request. It would also create a low-income pilot program, funded evenly with ratepayer and shareholder dollars. The settlement is awaiting final action by the IURC.

### MORE CASE UPDATES

- All parties in the [Citizens sewer](#) rate case are scheduled to file a settlement agreement and supporting testimony on Apr. 12.
- The [NIPSCO electric](#) rate case's evidentiary hearing is scheduled to start Apr. 16 and may last until the end of the month.
- [Vectren](#) will build and operate a 50-megawatt solar farm in Spencer County, following approval of an agreement among the utility, the OUCC, and the Citizens Action Coalition.
- The final order in the [Floyds Knobs](#) water rate case was recently issued.
- Newly filed rate cases include requests from [Brown County Water Utility](#), [Morgan County Rural Water Corp.](#), and [Community Natural Gas](#).

### IT'S TIME

While you're doing your annual spring cleaning, don't forget about your air conditioner. Now is the time to schedule a tune-up so your system will run as efficiently and safely as possible during the summer. Be sure to check your HVAC system's filter and replace or clean it if necessary. A dirty filter forces the unit to work harder than it needs to, wasting both energy and money. Also, remember to dust the thermostat so it will accurately measure the room temperature.





### DEADLINE EXTENDED

Due to feedback from the service provider industry, the deadline to submit [Next Level Connections Grant](#) applications has been extended. Applications are due by 4:00 p.m., ET, on May 3, 2019. The \$100 million program is part of Gov. Eric J. Holcomb's Next Level Connections initiative to expand high-speed internet service to unserved areas.

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### THANK YOU!

All of us at the OUCC offer our thanks and gratitude to Edward Kaufman for his 28 years of service. Mr. Kaufman, the OUCC's Assistant Water/Wastewater Director, is retiring this month and relocating to the East Coast to be closer to family. As a Certified Rate of Return Analyst, Mr. Kaufman has worked tirelessly on behalf of Hoosier consumers in hundreds of rate cases and additional proceedings. He has also engaged at the national level as chair of the National Association of State Utility Consumer Advocates (NASUCA) Water Committee, and on the Board of Directors for the Society of Utility and Regulatory Financial Analysts (SURFA). We will miss Mr. Kaufman's wisdom, institutional knowledge, and sense of humor, and wish him all the best.



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### 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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