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OUCC

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

August 2016



10-DIGIT DIALING: COMING SOON TO THE 317 AREA CODE

In just a few weeks, 10-digit dialing will be mandatory for all local phone calls in Indianapolis and most of its suburbs. If you are in the 317 area code, any pre-programmed local numbers in phones, alarm systems, fax machines, etc. need to be set to start with 317 if they are not already. The new dialing pattern is needed to make way for the new 463 area code because 317 is running out of available numbers. 10-digit dialing is used in 29 states to some degree, including Indiana where it took effect in the 812 area code last year. Learn more about these important changes at www.in.gov/oucc/2800.htm.

RATE CASES: WATER & MORE

A recently filed settlement agreement will resolve the pending sewer rate case for [Aqua Indiana's](#) Fort Wayne-area utility. The OUCC continues our work in the [Evansville](#) municipal water, [Community Natural Gas](#), and [Citizens Gas of Westfield](#) rate cases. We're also reviewing several newly filed cases including rate requests from [Citizens Wastewater of Westfield](#) and the [East Chicago](#) municipal water utility.



HOW'S YOUR ATTIC?

If you haven't checked your insulation in a while, you may want to take a look. Attic insulation settles over time, and that makes it less effective in keeping the house warm in the winter and cool in the summer. The OUCC offers a variety of [low-cost and no-cost tips](#) anyone can take advantage of, to save on energy bills year-round.

KUDOS!

Congratulations to Abby Gray, who marks 30 years of service with the State of Indiana this month! As the OUCC's Executive Director of Legal Operations, Abby has spent the last 7 years guiding legal strategy for the agency. She's a tireless advocate for Hoosier ratepayers and we look forward to working with her for a long time to come! Abby is pictured here receiving her 30-year service plaque from Indiana Utility Consumer Counselor David Stippler.



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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