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[State of Indiana](#)

Consumer News... For You! August 2020

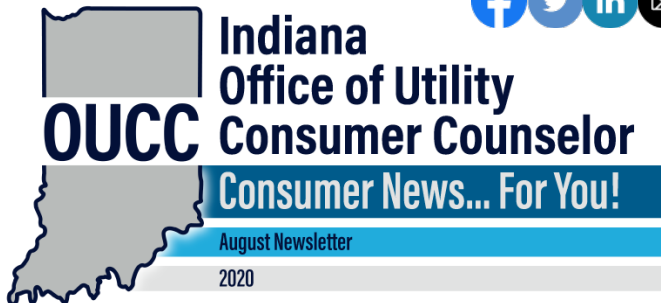
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STAY VIGILANT

Utilities in Indiana and throughout the United States continue to receive complaints about phone scams, which have been especially pervasive during the COVID-19 pandemic.

In one scenario, a caller may pretend to be with your utility, claim you've overpaid, and offer to send a refund check in response for personal information.

Another scam that continues to target businesses and residential customers involves the caller who claims to be with the utility and demands immediate payment over the phone to keep service on.

Either way, it's best to hang up on any such call. Disconnections in Indiana are on hold for now. Even under normal circumstances, utilities would be required to give written notice before shutting a customer off for non-payment.

COVID-19 INVESTIGATION

Indiana's utility disconnection moratorium is currently scheduled to stay in place through Aug. 14, 2020. In the meantime, consumers who are behind on their bills are urged to contact utilities now to set up payment arrangements. A recent [IURC order](#) requires utilities to offer arrangements for terms of at least six months. Certain utilities are offering longer plans.



The OUCC is posting [case updates](#) online as the IURC's investigation into the pandemic's effects on utility rates and services continues. Utilities are filing monthly reports regarding arrearages and payment arrangements. In its [most recent](#) filing in the case, the OUCC has urged for more clarity in those reports.

CASE UPDATES

- IPL's seven-year, \$1.2 billion infrastructure plan is on appeal. Consumer parties, including the OUCC, recently filed a [joint brief](#) with the Indiana Court of Appeals.
- The OUCC's testimony on Vectren's proposed [solar tariff](#) changes is due on Aug. 14.
- OUCC analysts have until Sept. 15 to file testimony on the five-year infrastructure plan proposed by [Ohio Valley Gas](#).
- In a recent order, the IURC approved a 7.5 percent rate increase for [LMH Utilities](#), a sewer utility in Dearborn County. LMH initially sought a 94 percent increase but later reduced it to 24 percent. The OUCC recommended an increase of only 3 percent, with LMH agreeing to less than 8 percent on rebuttal.



HELP IS AVAILABLE

Gov. Eric J. Holcomb recently announced the [integration](#) of Indiana's statewide 2-1-1 help line with the Indiana Family & Social Services Administration (FSSA). The change will make it easier for Hoosiers to navigate resources for help with utility bills, housing, food, and much more. Consumers who need financial resources can call 2-1-1 any time, 24/7.

SAVE ON YOUR ELECTRIC BILL

On the hottest days of the year, these [tips](#) can help.

1. Close blinds and curtains.
2. Wait until after dark to do laundry.
3. Make sure your air conditioner has a clean filter.
4. Set your water heater at 115 or 120 degrees.
5. Unplug phone chargers when not using them.



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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