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[State of Indiana](#)

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

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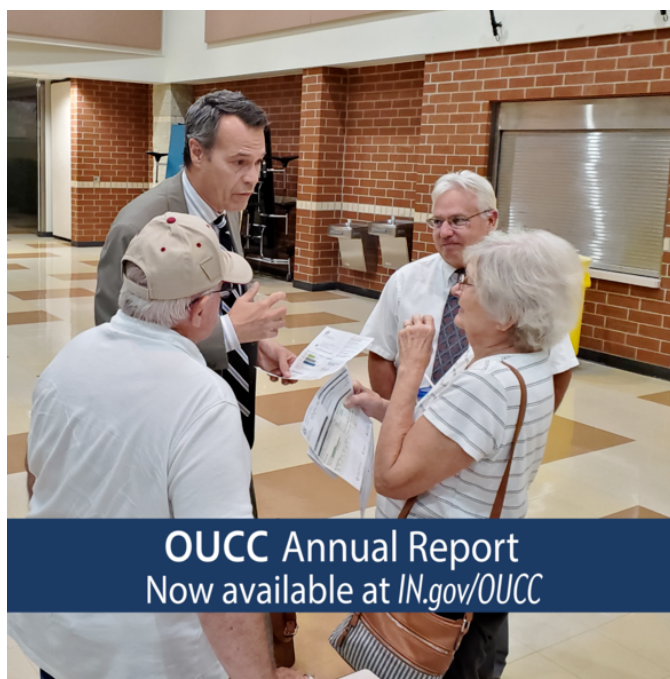
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# Indiana Office of Utility Consumer Counselor

CONSUMER NEWS... FOR YOU!  
NOVEMBER 2019



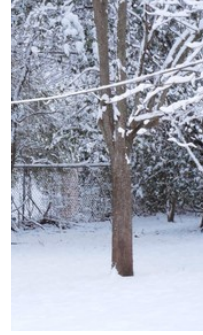
#### GET TO KNOW US!

Did you know that the OUCC's staff puts a combined 1,300 years of professional experience to work for Hoosier ratepayers each day? Or that we took part in more than 360 docketed cases in the State's last fiscal year? Those are just a couple of the numbers in our newly issued [Annual Report](#). The report describes what our team is doing every day to carry out the agency's mission, and how our attorneys and technical experts provide strong representation for Indiana consumers.

## STAY CONNECTED

With winter approaching, Indiana's [disconnection moratorium](#) for electric and natural gas utilities starts Dec. 1. However, the moratorium applies only if the consumer is enrolled in the federally funded Energy Assistance Program (EAP), or if the local EAP intake office has confirmed the consumer's eligibility and notified the utility in writing. The Indiana Housing & Community Development Authority (IHCA) website includes a county-by-county [directory](#) of local intake offices.

If a consumer needs to make payment arrangements for upcoming heating bills, it is important to contact the utility as soon as possible. Also, [budget billing](#) is a helpful tool for all consumers who want consistent, monthly heating bill payments throughout the winter.



## CASE UPDATES

The IURC evidentiary hearing in the [Indiana Michigan Power \(I&M\)](#) rate case has concluded. Closing briefs from the OUCC and additional parties will be filed in November and December, with a Commission order to be issued in 2020.

The OUCC is recommending denial of [Duke Energy's](#) rate request, including a rate reduction, at this time.

A Commission hearing on [Indianapolis Power & Light's](#) (IPL's) proposed infrastructure plan is scheduled to start Nov. 14.

OUCC analysts and attorneys are reviewing several water and wastewater rate cases including requests from [LMH Utilities](#) in Dearborn County and the [Aqua Indiana](#) service territories in Crawford and Montgomery Counties.

Recent IURC orders include approval of settlement agreements in the [Boonville Natural Gas Corp.](#) and [Morgan County Rural Water Corp.](#) rate cases.



## IMPROVING OUR INFRASTRUCTURE

A \$436 million federal loan will help Indiana communities improve their water and wastewater infrastructure, as [recently announced](#) by Governor Eric J. Holcomb and US EPA Administrator Andrew Wheeler. The Indiana Finance Authority will combine the \$436 million Water Infrastructure Finance and Innovation Act (WIFIA) loan with additional state and federal resources to lend almost \$900 million to 20 cities and towns across the state. The funds will pay for numerous projects to protect public health and ensure clean drinking water supplies.

## 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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