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[State of Indiana](#)

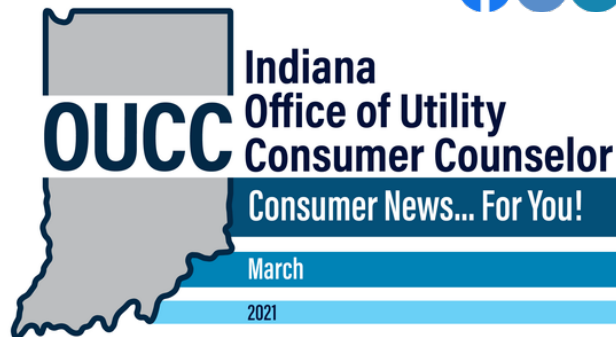
Consumer News... For You! March 2021

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IF YOU NEED A PLAN, SPEAK UP

Indiana's [winter disconnection moratorium](#) for qualifying consumers ends on Mar. 15. If you need to make payment arrangements with your utility, it is important to contact the utility as early as possible. If you don't need payment arrangements but want consistent monthly payments, your utility's [budget billing](#) option is worth considering.

10-DIGIT DIALING

If your phone number starts with the 219 or 574 area code, you will need to start using 10 digits for local calls [later this year](#). (In other words, 219-XXX-XXXX or 574-XXX-XXXX instead of XXX-XXXX.) A six-month transitional grace period will start in late April. The change is needed so that the three-digit 988 National Suicide Prevention Lifeline can be implemented next year. Area codes in 35 states are making the same transition. 10-digit dialing is already required for local calls in Indiana's 317 and 812 area code regions.



VECTREN NORTH NATURAL GAS RATES

The OUCC is inviting written [consumer comments](#) through Mar. 24 in the CenterPoint/Vectren North gas rate case. The Vectren North service area spans from north central Indiana to southeastern Indiana, in the territory formerly served by Indiana Gas Co. The [utility's request](#) would raise annual revenues by \$20.8 million, including a \$3.91 increase in monthly fixed residential customer charges. An IURC public field hearing is scheduled for Mar. 16 in Carmel; oral testimony at the field hearing will carry the same weight as written comments the OUCC receives by Mar. 24, by mail, email, and through our website. OUCC testimony in the case is due Mar. 31.

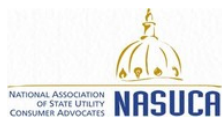
VECTREN SOUTH NATURAL GAS RATES

In recently filed testimony, the OUCC is recommending a [significant reduction](#) to the CenterPoint/Vectren South gas rate request. The Vectren South territory covers the 9-county southwestern Indiana region formerly served by Southern Indiana Gas & Electric Co. (SIGECO). OUCC recommendations include reducing the overall request from \$28.5 million to \$14.3 million and reducing the monthly fixed charges on a residential gas bill from \$25.10 to \$16.50.



ADDITIONAL CASE UPDATES

- Customers of [American Suburban Utilities](#) would receive rate reductions and refunds under the OUCC's recommendations.
- IURC orders have been issued in the [LMS](#) (Dearborn Co.) and [Aqua Indiana](#) (St. Joseph Co.) rate cases.
- [Indiana Michigan Power](#) (I&M) and [Northern Indiana Public Service Company](#) (NIPSCO) are hosting virtual workshops this month on their integrated resource plans.

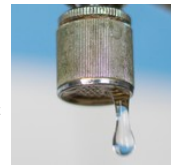


CONGRATULATIONS...

...to Indiana Utility Consumer Counselor Bill Fine, on being named [Vice President](#) of the National Association of State Utility Consumer Advocates (NASUCA). NASUCA is an association of 58 utility consumer advocate offices in 44 states and additional jurisdictions.

DID YOU KNOW?

If a faucet drips once per second and goes unrepaired for a month, it will waste 260 gallons of water. A leaky toilet can waste even more water. Leaks can add up quickly on a customer's bill, and that's why it is important to check for them on a regular basis. [Fix a Leak Week](#) starts Mar. 15. It's an annual reminder to look for leaks and take care of them quickly.



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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