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### Consumer News... For You! May 2020

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## Indiana Office of Utility Consumer Counselor

CONSUMER NEWS... FOR YOU!  
MAY 2020



While following Governor Eric J. Holcomb's [roadmap](#) to safely reopen Indiana's economy, the OUCC urges all utility consumers to keep several things in mind:

**Utility disconnections are currently suspended** through June 4 under the Governor's Executive Orders. **However, consumers are still responsible for their bills.** If you need to make long-term payment arrangements with your utilities and you haven't already done so, contact them now.

**Keep your guard up against scams.** A scammer can make your caller ID show a utility's name. If a caller demands immediate payment over the phone to keep utility service on, hang up. Even under normal circumstances, utilities are required to give written notice before disconnecting for non-payment.

Keep following important [guidelines](#) to protect yourself and others, especially social distancing and hand washing. **Social distancing is particularly important** for utility workers throughout the state.

Know that **help is available.** If you need financial assistance, Indiana's [2-1-1 help line](#) can connect you with local resources. Indiana's state government offers resources for [housing](#), [social services](#), [mental health](#), [employment](#), [small businesses](#), and more. The [Indiana State Department of Health's](#) COVID-19 Call Center can be reached toll-free at 1-877-826-0011.



#### STAY SAFE AT HOME!

Almost seven children in the US are injured each day from putting paperclips, pins, and other items in electrical outlets, according to the Electrical Safety Foundation International (ESFI). With May being National Electrical Safety Month, ESFI offers helpful resources on [childproofing outlets](#), [working safely](#) from home, and [new technology](#) that can protect you and your property.

#### SPRING CLEANING?



Make your home more [energy efficient](#) at the same time:

1. Dust the thermostat.
2. Switch ceiling fans to turn counterclockwise.
3. If you need to replace light bulbs, use LEDs.
4. Change your HVAC filter.
5. Turn your water heater temperature to 115 or 120.



Also, remember to always throw disinfecting wipes and paper towels in the trash and not in the toilet. Wipes in sewer lines can cause [major problems](#).

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## CASE UPDATES

The OUCC's technical, legal, and support staff continues to work remotely on utility cases during the health emergency. Among recent developments:

- Recent IURC rate orders include the [Brown County Water & JB Waterworks](#) cases.
- All filings are complete and all hearings concluded in the [Duke Energy](#) rate case. An IURC order is expected this summer.
- OUCC testimony in the [Richmond Power & Light](#) (RP&L) rate case is due in early July.

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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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