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[State of Indiana](#)

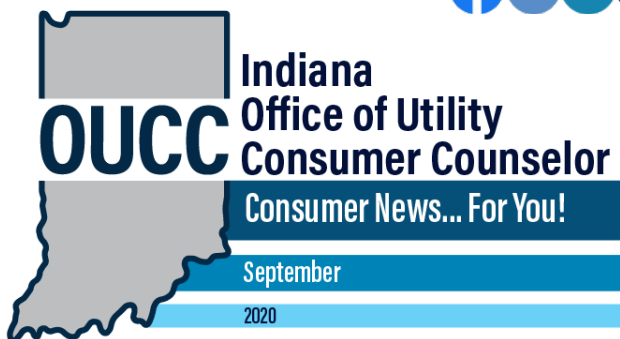
Consumer News... For You! September 2020

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PAYMENT PLANS

IURC-regulated utilities are [required](#) to offer payment plans with terms of at least 6 months, but only for a limited time. Some utilities are going above the minimum requirement and offering 12-month arrangements.



Indiana utilities may disconnect customers for non-payment. All consumers who are behind on their bills due to the COVID-19 pandemic are strongly urged to contact their utilities now to make arrangements and take advantage of the extended terms while they are available. If you need financial assistance, Indiana's [2-1-1 help line](#) can connect you with local resources.

CASE UPDATES

- The OUCC and Richmond Power & Light (RP&L) have reached a [settlement agreement](#) in the utility's rate case.
- The OUCC has filed [testimony](#) recommending denial of Vectren's proposed solar tariff.
- Written [consumer comments](#) are invited in all pending cases. Newly filed rate cases include requests from [Columbus City Utilities](#), [Crawfordsville Electric Light & Power](#), [Aqua Indiana](#) (St. Joseph County), and [LMS Conservancy District](#) (Dearborn County).



READ BEFORE YOU SIGN, IF YOU SIGN

If you live in northern Indiana and a solicitor offers to switch your natural gas service to a new supplier, be sure to do your homework before signing any contract. This includes reading the fine print and

reviewing the [OUCC's overview](#) of the NIPSCO Gas Choice program. The Choice program is voluntary and involves multi-year contracts.

WINTER IS COMING

With fall just around the corner, it is time to start preparing for winter. Caulking, weatherstripping, and checking your ductwork for any leaks can go a long way in helping to save energy and money. Regular tune-ups to heating and air conditioning systems are important for efficiency and safety. And if you have not checked in a while, remember that attic insulation settles as time goes by, making it less effective.



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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