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[State of Indiana](#)

### Consumer News... For You!

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# OUCC

## Indiana Office of Utility Consumer Counselor

### Consumer News... For You!

#### WINTER IS COMING

Indiana has a winter disconnection moratorium for gas & electric utilities. But it only applies if the consumer's bill is in good standing on December 1, and if the consumer meets [additional requirements](#). If you need to know who to contact for winter heating assistance, the Indiana Housing & Community Development Authority (IHCA) offers a helpful [county-by-county guide](#).



#### RATE CASE UPDATE

We have filed our closing argument in the [IPL rate case & investigation](#), recommending a substantial reduction to the utility's request. In the [Citizens Water rate case](#), the OUCC recommends reducing the increase to about half of the utility's request.

#### UPCOMING HEARINGS

An IURC public field hearing in the American Suburban Utilities rate case is scheduled for November 16 in [West Lafayette](#). A December 1 public field hearing is scheduled in [Crawfordsville](#) on the city's requested electric rate increase. Public field hearings will also be scheduled in the [NIPSCO electric](#) & [Citizens sewer](#) rate cases, on dates to be determined.



#### THANK YOU!

We appreciate all of the responses to the OUCC's recent billing survey. As our [summary](#) shows, 590 consumers throughout Indiana took time to share their thoughts.

#### NOVEMBER 2015

#### DID YOU KNOW?

For each dollar we spent in the last fiscal year, nearly \$70 flowed back to consumers. [Learn more!](#)

#### SPEAKING OUT

The OUCC invites consumer comments in all IURC cases. We need comments in writing so we can file them with the Commission, & we invite them by mail, fax, & email. You can also send comments to us through our [website](#).



#### 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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