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[State of Indiana](#)

Consumer News... For You! The OUCC's November 2017 Newsletter

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Indiana Office of Utility Consumer Counselor Consumer News.... For You!

NOVEMBER 2017

HEATING SEASON IS UNDERWAY

An Indiana law prohibits electric and gas utilities from disconnecting customers for non-payment during the winter, but only under certain conditions. To qualify, the consumer must either take part in the [Energy Assistance Program](#) or have proof that he or she qualifies and has applied. Our website has answers to [frequently asked questions](#). We also have a more detailed overview of the state's [disconnection rules](#).



I&M RATE CASE TESTIMONY

In testimony filed this month, the OUCC is recommending approval of [less than half](#) of Indiana Michigan Power's (I&M's) rate request. Agency recommendations include capping the fixed, monthly residential customer charge at \$8.30. I&M's proposal would raise the charge from \$7.30 to \$18.00. A Commission order is expected in several months.

NIPSCO AND ADDITIONAL CASES

The IURC has scheduled a December 11 public field hearing in Fort Wayne, in the Northern Indiana Public Service Company (NIPSCO) [gas rate case](#). Hearings will be scheduled in Lake County and South Bend on dates to be determined. OUCC testimony is due in late January.

Among other key cases, the OUCC is inviting consumer comments on the [Auburn](#) and [Stucker Fork](#) rate requests. The agency has filed testimony in the [South Bend](#) municipal water rate case, while the City of [Lafayette](#) is requesting its first water rate increase in more than 16 years.



RECORD-BREAKING YEAR FOR JOBS

Governor Eric J. Holcomb recently announced that businesses have committed to creating up to [28,846 new Indiana jobs](#) in the coming years. That's the most since the Indiana Economic Development Corporation (IEDC) was established in 2005, and the year is not over. The average annual wage for the new jobs is nearly \$57,000.

THANK YOU!

The entire OUCC team offers its thanks and appreciation to Ronald Keen, who is retiring in December. Mr. Keen joined the agency in 2001 and is currently the Director of the OUCC's Energy Resources Division. Before taking his current position, he served as a Senior Utility Analyst and served as Director of the agency's Telecommunications and Consumer Services divisions. A 20-year veteran of the US Air Force, Mr. Keen will be relocating to Washington, DC to join the US Department of Homeland Security's Office of Infrastructure Protection.



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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