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Indiana Office of Utility Consumer Counselor

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Consumer News...For You! December 2025

*Winter Storm Preparedness * Case Updates * Holiday Lighting Tips*

Winter Storm Preparedness

The winter season has begun! Winter weather comes with the possibility of power outages. It's important to have a plan.

Here are things to keep in mind if your power goes out this winter:

- Block windows with curtains and blankets to keep cold air out
- Unplug appliances in case of a surge when power is restored
- Avoid opening your refrigerator and freezer to keep the cool air in and keep your food fresh
 - You can put snow and ice in the refrigerator and freezer to bring the temperature back down
- Turning your faucet on to a steady, small stream can save your pipes from freezing
- Keep your phone charged, and bookmark for your utility's website page for tracking and reporting [outages](#)

[Stay safe](#) and warm this winter season!



Case Updates

- The OUCC is scheduled to file testimony on December 12 opposing [AES Indiana's](#) settlement agreement in the pending rate case.
- The IURC has opened an investigation into [NIPSCO's](#) natural gas utilities after being notified about billing discrepancies. A preliminary hearing is scheduled for January 15, 2026.
- [Citizens Energy Group](#) is seeking IURC approval to acquire Whitestown's municipal water utility. OUCC testimony is due on December 17.
- The [Town of Vevay](#) has filed a proposal to acquire Switzerland County Gas Co.

Public Field Hearings

What exactly is a public field hearing?

A [public field hearing](#) is an opportunity for consumers to speak on the record to the IURC regarding pending cases. IURC Commissioners and administrative law judges preside, while attorneys for the OUCC and additional parties may participate. The hearing's sole purpose is to allow customers to comment and provide input for Commissioners to consider. OUCC staff are available to answer questions.

Upcoming IURC Public Field Hearing

- City of Fort Wayne, Cause No. 46311:
 - Wednesday, December 17 at 6:00 PM at Citizens Square, Omni Room. 200 E Berry St, Fort Wayne, IN 46802

Written consumer comments are invited, with OUCC testimony due in late January.

It is important to note comments made in person at field hearings carry the same weight as those made through our [contact form](#).

New Rate Cases: Comments Invited

American Suburban Utilities, Inc., Crossroads Utilities, Inc., and the Bloomington municipal water utility have filed new rate cases. The OUCC invites customers to [submit comments](#), which will be filed with the agency's testimony.

- [American Suburban Utilities](#) (ASU) is seeking an increase that would raise monthly residential sewer rates for most residential customers from \$65.57 to \$85.25. ASU provides sewer utility service to approximately 3,770 customers in Tippecanoe County.
 - IURC Cause No. 46318.
 - The OUCC expects to file testimony in March 2026, though a formal deadline has not been confirmed.
- [Crossroads Utilities](#) provides sewer utility service to about 1,350 customers in Dearborn County. Its pending request would raise the monthly sewer bill for a customer using 4,000 gallons of water from \$39.86 to \$109.28. As with the other newly filed rate cases, the OUCC's technical and legal staff are reviewing the requests.
 - IURC Cause No. 46323-U.
 - Comments are due by February 3, 2026.
- The [City of Bloomington](#) is seeking financing authority and a water rate increase in Cause No. 46330 filed a rate case. A residential, in-city water bill for 4,000 gallons would rise from \$26.22 to \$31.35.
 - IURC Cause No. 46330.
 - The OUCC expects to file testimony in March. Written comments need to be received at least one week before the OUCC's filing date to be included in the record.

When filing comments, it is important not to include account numbers and other sensitive information, to include either the cause number or the utility's name.

Holiday Lighting Tips

Now that we are fully in the holiday season, many of us are decorating our homes. As homes are filled with festive lights, there are a [few tips](#) to keep in mind:

- Inspect light strands for cracks & breaks
- Don't overload your circuits
- Use energy-efficient LEDs
- Turn your lights off when you leave home or go to bed
- Put lights on timers
- Outdoor lights should be plugged into GFCI outlets



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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