

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

VERIFIED JOINT PETITION OF DUKE ENERGY INDIANA, LLC,)
INDIANA GAS COMPANY D/B/A VECTREN ENERGY DELIVERY)
OF INDIANA, INC., INDIANA MICHIGAN POWER COMPANY,)
INDIANA NATURAL GAS CORPORATION, INDIANAPOLIS)
POWER & LIGHT COMPANY, MIDWEST NATURAL GAS)
CORPORATION, NORTHERN INDIANA PUBLIC SERVICE)
COMPANY, LLC, OHIO VALLEY GAS CORP. AND OHIO)
VALLEY GAS, INC., SOUTHERN INDIANA GAS & ELECTRIC)
COMPANY D/B/A VECTREN ENERGY DELIVERY OF INDIANA,)
INC., AND SYCAMORE GAS COMPANY FOR (1) AUTHORITY)
FOR ALL JOINT PETITIONERS TO DEFER AS A REGULATORY)
ASSET CERTAIN INCREMENTAL EXPENSE INCREASES AND)
REVENUE REDUCTIONS OF THE UTILITY ATTRIBUTABLE TO)
COVID-19; AND (2) THE ESTABLISHMENT OF SUBDOCKETS)
FOR EACH JOINT PETITIONER IN WHICH EACH JOINT)
PETITIONER MAY ADDRESS REPAYMENT PROGRAMS FOR)
PAST DUE CUSTOMER ACCOUNTS, APPROVAL OF NEW BAD)
DEBT TRACKERS, AND/OR DETAILS CONCERNING THE)
FUTURE RECOVERY OF THE COVID-19 REGULATORY ASSET)

CAUSE NO. 45377
(Consolidated under
Cause No. 45380)

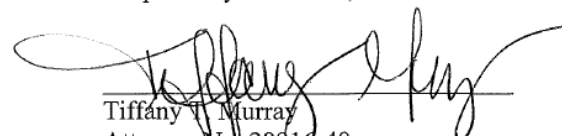
PETITION OF INDIANA OFFICE OF UTILITY CONSUMER)
COUNSELOR FOR GENERIC INVESTIGATION INTO COVID-19)
IMPACTS TO BE CONDUCTED OVER TWO PHASES;)
EMERGENCY RELIEF PURSUANT TO IND. CODE § 8-1-2-113 TO)
RELIEVE INDIANA RATEPAYERS OF THE THREAT OF)
UTILITY SERVICE DISCONNECTION AND PAYMENT)
ARREARAGES DURING GLOBAL HEALTH AND ECONOMIC)
CRISIS)

CAUSE NO. 45380

OUCC'S NOTICE OF ADDITIONAL CUSTOMER COMMENTS

The Indiana Office of Utility Consumer Counselor (“OUCC”), by counsel, provides notice to the Indiana Utility Regulatory Commission (“Commission”) and the parties of additional customer comments received by the OUCC in this Cause. These additional customer comments are included herein.

Respectfully submitted,


Tiffany Murray
Attorney No. 28916-49
Deputy Consumer Counselor



August 6, 2020

James F. Huston, Chairman
INDIANA UTILITY REGULATORY COMMISSION
PNC Center
101 W. Washington Street, Suite 1500 East
Indianapolis, IN 46204

RE: COVID-19 Investigation and Related Consumer Issues

Dear Chairman Huston:

I am writing you today to encourage you to extend the Indiana Utility Regulatory Commission's moratorium on utility services shut-off, presently set to expire on August 14 as well as addressing other pressing consumer concerns before you in the pending Commission Investigation. Here in Marion County, we are confronting the implications of the COVID-19 pandemic on all of our citizens. In addition to the public health emergency, Marion County residents are struggling with rent and mortgage payments – housing insecurity, job and food insecurity *in addition to inability to pay for essential and vital utility services*. While the City has addressed and continues to address with its community and governmental partners issues related to the pandemic, we look to the Commission to address the vital and essential utilities services especially given the Governor's recent announcement that he will allow the expiration of his executive order that placed a moratorium on disconnection of utility services.

As the Commission pointed out in its June 29, 2020 Order, the Commission has the authority to address these crucial consumer issues when the Commission considers such to be in the public interest and necessary to prevent injury to the business or interests of the people or any public utility of Indiana. Additionally, the Commission found that:

we find an emergency exists necessitating additional action to prevent injury to Hoosiers and Hoosier businesses. Specifically, we find that jurisdictional Indiana utility disconnection practices should be temporarily amended to prohibit disconnection of any customer for 45 days, until after August 14, 2020. We further find that because the COVID-19 pandemic has materially impacted a large number of residential customers as well as businesses, this amended disconnection practice shall apply to all customer classes of the utility.³ While we understand that the COVID-19 pandemic has caused significant financial difficulties for some customers.

Our public health crisis and the implications of the current pandemic will not end on August 14, and the end of the utility moratorium means countless Hoosiers—and many here in Indianapolis—will not be able to pay for these utility services. The end of this moratorium is

James F. Huston, Chairman
INDIANA UTILITY REGULATORY COMMISSION
August 6, 2020
Page 2

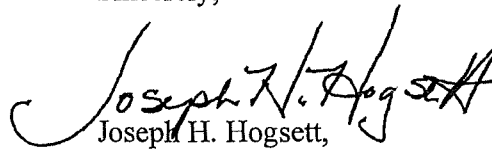
especially cruel and will have untold repercussions when families continue to shelter at home with children now starting school largely through remote learning.

On the City's behalf, I ask that the Indiana Utility Regulatory Commission address the following:

- *extend the Commission's moratorium on utility shut-offs.
- *waive all late fees, convenience fees, and reconnection fees for customers.
- *provide for additional flexible and expanded utility payment arrangements that allows arrearages to be paid off over a longer period of time at lower amounts without punitive measures for slower or missed payments including the accrual of any additional customer charges.
- *continue to disallow utility cost recovery for lost revenues associated with lower sales due to the pandemic.
- *disallow utility cost recovery for waived fees to customers.
- *disallow the utility's efforts to seek favorable accounting treatment including carrying costs;

I appreciate the Commission's prompt action in initiating its investigation regarding the impact that COVID-19 has had on the citizens of this state as utility ratepayers. I urge you to continue your strong efforts as we work collectively together to bring Indiana through this crisis.

Sincerely,


Joseph H. Hogsett,
Mayor

cc: William I. Fine
OFFICE OF UTILITY CONSUMER COUNSELOR
115 W. Washington Street, Suite 1500 South
Indianapolis, IN 46204

From: [Lisa Johnson](#)
To: [UCC Consumer Info](#)
Subject: Utility Disconnect Extension
Date: Saturday, June 27, 2020 6:26:38 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

650,000 Hoosiers have been laid off through no fault of their own. Citizens should not be left with no way to cook food or have heat or light in their home because they are unable to work.

Extending the moratorium on paying utilities is the right thing to do.

Lisa Johnson

From: [Nancy Wright](#)
To: [UCC Consumer Info](#)
Subject: Please Stop Utilities Co.
Date: Monday, June 22, 2020 7:47:52 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

With all due respect when I heard governor Holcomb's band may be lifted on June 30 I was taken aback. As we all experienced this virus it has also created damage, not only monetarily, but emotional to our poor. We are all in different situations and I am begging that the utilities do not allow to be back paid or late fees added or any undue stress added to those who truly are living day-to-day. with all due respect, I seriously doubt the utility companies will Have any type of setback if they cannot raise rates and get pay back. This is a time in our country's life that we all need to look out for the poor. Thank you

Nancy M Wright
Sent from my iPhone

From: [Kelly Feiock](#)
To: [UCC Consumer Info](#)
Subject: Moratorium
Date: Friday, June 26, 2020 9:08:37 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Dear Utility Consumer Counselor,

Although I am a resident of Indiana, I am one of the many who live on the border and work in another state - Kentucky. At this moment, there are still more than 50k KY employees who were laid off in March, like myself, who have still not received assistance from either unemployment insurance or pandemic unemployment assistance. And then there are thousands more people who were laid off since then and haven't received assistance.

We are in no shape to pay our utility bills (or any bills) until we receive this money. We need you to protect us until the government agencies work their way through the claims. Although the CARES Act provided *some* relief for electric or gas utilities, none was provided for water, sewer, garbage...

I beg you to please, continue the moratorium until IN and all bordering states have their financial assistance programs working and caught up. Otherwise, hundreds of thousands of people are going to be disconnected from water and electricity next week.

Sincerely,

Kelly Feiock
2763 Mount Tabor Road
New Albany, IN 47150
502-291-9697

From: mikejoanhaugh@aol.com
To: [UCC Consumer Info](#)
Subject: Cause #45380
Date: Tuesday, June 23, 2020 2:45:52 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I oppose the utilities passing on their losses to the general public. It will hurt the low-income persons already struggling to make ends meet. I have been the director of Community Services of Starke County for 35 years, and an active St Vincent DePaul member since 1997. I see how any increase affects the lives of those less fortunate. PLEASE do not burden them with any more rate increases. Other businesses have suffered greatly also but they have not increased their prices to make up for their losses!

Joan Haugh Beatty, 4850 W Campbell Drive, North Judson, IN 46366

From: [Carol Gregory](#)
To: [UCC Consumer Info](#)
Subject: Cause No. 45380 -Duke Energy"s request for rate increase
Date: Friday, June 26, 2020 8:16:16 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Dear Members of the Indiana Utility Regulatory Commission:

This is in response to the request specifically from Duke Energy. I moved here 6 years ago and have Duke as my electric company. My bills have notoriously be much higher than I every had living in West Lafayette and using Tipmont Electric. With Duke, I've had \$500+ electric bills in the winter. I've never had a bill less than \$100/month. Plus add to that the fact that I have more power outages here as well.

The utilities are blaming COVID, well COVID has effected all of us. You can't tell me that they haven't had increased usage (which means more money paid from us) during this pandemic. More people at home, using electricity for lights, A/C, everyone watching more TV and using computers. Grocery prices are up, gas prices are up. People have been laid off work. I've been fortunate to work during this crisis, but others are on unemployment. Many are making more than they made from wages with the additional \$600 weekly bump. So I'm sure that Duke can't be hurting that bad. If so, tell their CEO and higher ups to give up some of those high salaries and try living like the rest of us.

I'm so tired of all utilities expecting us to continue to pay higher bills and they are not expected to do anything more to help us lower bills or have better customer service. Just like Frontier filing bankruptcy. Don't even get me started on their poor service and worse customer service.

Please don't allow these utilities to take more advantage of their consumers than they already do. Thank you.

Carol Gregory
10300 East Davis Avenue
Terre Haute IN 47805
765-583-0672

From: [David Gries](#)
To: [UCC Consumer Info](#)
Subject: Unprecedented Utility Greed in light of a financial crisis placed on the public.
Date: Tuesday, June 30, 2020 12:03:03 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am appalled at the thought that these utility companies would place another terrible financial burden on the public and businesses, who have been forced to suffer financial ruin and terrible financial sacrifice through this crisis. I want to strongly object to the utility companies request of recouping there losses by passing them on to the hurting public and business. And submit the following statement as a member of the St. Vincent DePaul Society and in union with their thoughts on this matter.

As a servant of the poor and person of faith through the Society of St. Vincent de Paul, I oppose Indiana utility companies being allowed to pass on to customers any losses due to the recent coronavirus.

Respectfully, large numbers of Indiana's low income and middle income residents are already struggling to meet day-to day needs as a result of job losses and/or reduced work hours due to coved 19. Even assuming that all of these individuals immediately return to full employment, which is unlikely, they have many other financial burdens that they will need to catch up payments on (rent/mortgage/car/student loans/credit card debt) in addition to normal living expenses. To expect these citizens to make up the short-term income reductions that utility companies, most of whom are publicly traded, large asset rich entities, have experienced not due to any of their faults, is not reasonable at this time and the request to pass this onto residential customers should be denied.

Sincerely,
David A Gries, President of the Holy Rosary SVDP Conference
935 Canterbury Dr.
Evansville, IN 47715



Virus-free. www.avast.com

From: [Eric Neely](#)
To: [UCC Consumer Info](#)
Subject: Cause No. 45380
Date: Tuesday, June 23, 2020 2:52:32 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern,

I find it unreasonable for Duke Energy to request a rate increase from the IURC from lost revenue due to reduced energy demand stemming from COVID-19. This shows a deficiency in their resource planning. Ratepayers should not have to foot the bill for a utility's inability to properly secure financial resources for decreases in demand. Expecting ratepayers to make the utility whole at the request of shareholders is unconscionable.

I believe this request is overreaching and unreasonable.

Eric Neely
3132 E Kensington Park Drive
Bloomington, IN 47401

Sent with [ProtonMail](#) Secure Email.

From: [Daniel Mandell](#)
To: [UCC Consumer Info](#)
Subject: Cause No. 45380
Date: Monday, June 22, 2020 4:24:35 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

My name is Daniel Mandell, an owner- resident of a home at 1810 Ribourde Dr., South Bend, In 46628 and I am writing to address my concerns regarding Cause No. 45380

As the manager of a local food pantry and a volunteer with the Society of St. Vincent de Paul, I frequently visit the homes of many utility customers who are currently facing real challenges in finding a way to pay utility bills at the same time they are experiencing a loss of wages. This would seem a very poor time for utility companies to be allowed to pass on to customers any commercial losses.

Respectfully, large numbers of Indiana's low income and middle income residents are already struggling to meet day-to day needs as a result of job losses and/or reduced work hours due to coved 19. Even assuming that all of these individuals immediately return to full employment, they have many other financial burdens that they will need to catch up payments on (rent/mortgage/car/student loans/credit card debt) in addition to normal living expenses. To expect these citizens to make up the short-term income reductions that utility companies, most of whom are publicly traded, large asset rich entities, is not reasonable at this time and the request to pass this onto residential customers should be denied.

Sincerely,

Daniel Mandell

From: [Roxanne Meyer](#)
To: [UCC Consumer Info](#)
Subject: Utility shut offs etc.
Date: Wednesday, June 24, 2020 4:53:26 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

This article does not address small municipal utilities like ours in Town of Versailles, population 2,200. We already have more than \$35,000 outstanding for water and sewage. Only a few customers are actually trying to pay their bills. I don't know how we will be able to continue to pay our utility employees if this moratorium continues and the suggested 12-24 months to pay arrearages is put into place. Please take small town utilities into consideration when making decisions. Thank you.

Sincerely,
Roxanne Meyer
President, Versailles Town Council

From: [jeremy hall](#)
To: [UCC Consumer Info](#)
Subject: Cause No. 45380,
Date: Wednesday, June 17, 2020 4:45:05 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Good evening,

My name is Jeremy Hall, my wife and I have a total family count that includes 5 children. Where my wife and myself have been quite blessed but not falling behind with our utility bills, the same cannot be said for our neighbors and friends that live throughout the community here in Harrison County. And in fact in the past we have had to ask for help keeping our electricity on, with the help Community Action groups.

So when I read some of the particulars of the requests made by the utility companies, I was taken aback. So here we are with Indiana still not completely reopened, so many of my fellow Hoosiers are still without jobs. The jobs that they were literally forced from work by the state government. What do utility companies worry about, how's it going to increase rates and recoup lost Revenue, late fees, etcetera etcetera

I implore you do not allow the request to go through, struggling Hoosiers are not in a position to be taken advantage of right now. And if their requests are allowed to go through now or in the future it is going to cause extreme financial and economic hardships to the general populace. The average American has been forced through too much at this point in time. The utility companies need to just bite the bullet on this one write off their losses and continue forward no rate increases, no going back and collecting late fees from poor disenfranchised they need to stop putting their personal profits above the needs of the American people. In this time of uncertainty and general Discord the last thing that we as a people need is it be separated by the poverty line.

Sent from [Outlook Mobile](#)

From: [Powell, Mary Kay](#)
To: [UCC Consumer Info](#)
Subject: Cause No. 45380
Date: Tuesday, June 23, 2020 10:23:12 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am a retired public school teacher and a member of the Society of St. Vincent de Paul. I oppose Indiana utility companies being allowed to pass on to customers any losses due to the recent coronavirus.

Many of Indiana's low income and middle income residents are already struggling to meet day-to-day needs as a result of job losses and/or work hours being reduced due to the pandemic. To expect these people to make up the short term income reductions that utility companies have experienced is not reasonable and should be denied. These utilities are publicly traded large asset entities; they should not expect their customers to pay for "their losses."

Some elderly retired teachers who have been retired for many years receive a small monthly pension. If their utility bills increase, they may have to choose between purchasing needed medicine or paying their utility bill. I sincerely oppose allowing Indiana utility companies to pass on to us, their customers, any losses due to COVID - 19.

Sincerely,
Mary Kathryn Powell
6340 S 500 West
North Judson, IN. 46366
Cause No. 45380

From: [Kit Huyck](#)
To: [UCC Consumer Info](#)
Subject: Electric rate Hike
Date: Saturday, June 27, 2020 10:33:39 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I vote no on the hike. When covid hit I paid my electric bill first out of my stimulus... why? Because when I called duke they told me they would not honor the covid relief statement and my electricity would be shut off in thirty days regardless of what the president said. I just bought an electric car to help with what has happened with them I did not need a rate hike to be considerate but I am literally getting punished for being on time! They should apply for the utility grant that came out with the Covid Relief fund for utilities and not bypass it all together there are multiple grants to help them right now if they just apply.

Taking it out on those whose energy usage DIDNT CHANGE, DIDNT FALL BEHIND, AND PAID THEIR UTILITIES FIRST is just WRONG and will get everyone involved voted out of office.

Please do what is morally and ethically right for once.

Kit Berg

From: [Jennifer Relleke](#)
To: [UCC Consumer Info](#)
Subject: Indiana Utilities Rate Hike -Potential
Date: Monday, June 29, 2020 4:04:22 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

As a servant of the poor and person of faith through the Society of St. Vincent de Paul, I oppose Indiana utility companies being allowed to pass on to customers any losses due to the recent coronavirus.

Respectfully, large numbers of Indiana's low income and middle income residents are already struggling to meet day-to day needs as a result of job losses and/or reduced work hours due to coved 19. Even assuming that all of these individuals immediately return to full employment, which is unlikely, they have many other financial burdens that they will need to catch up payments on (rent/mortgage/car/student loans/credit card debt) in addition to normal living expenses. To expect these citizens to make up the short-term income reductions that utility companies, most of whom are publicly traded, large asset rich entities, have experienced not due to any of their faults, is not reasonable at this time and the request to pass this onto residential customers should be denied.

Thank you
Jenny Relleke

From: [eileen.johnstone](#)
To: [UCC Consumer Info](#)
Subject: Indiana utilities should not be allowed to profit from COVID19 pandemic!
Date: Saturday, July 25, 2020 3:30:18 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Re: Indiana utilities should not be allowed to profit from COVID19 pandemic!

Dear Utility Consumer Counselor,

Indiana's monopoly utilities want to charge customers like me for the energy that they did not sell because of the COVID19 global pandemic.

Indiana should be protecting Hoosiers by extending the shut-off moratorium and putting in place a freeze on rate increases until this economic and health crisis has ended.

Indiana needs to create a Utility Affordability Task Force to address the financial cliff that is coming once emergency orders are lifted, specifically how can we ensure customers can stay connected and afford their utility bills once the moratorium on utility disconnects ends.

Please reject this act by the utilities and work to ensure that all Hoosiers have uninterrupted access to essential utility services and are able to remain comfortably and safely in their own homes.

Sincerely,
eileen.johnstone
eileenjst@comcast.net
5129 easr 69th street indianapolis, IN 46220 Constituent

Prepared by OneClickPolitics (tm) at www.oneclickpolitics.com. OneClickPolitics provides online communications tools for supporters of a cause, issue, organization or association to contact their elected officials. For more information regarding our policies and services, please contact info@oneclickpolitics.com

From: [brenda Chesterman](#)
To: [UCC Consumer Info](#)
Date: Tuesday, June 23, 2020 10:01:45 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am opposed to Duke Energy raising my rates to compensate for their loss of revenue due to closings during pandemic. I hope you realize the source of their lost revenues have also lost revenue. Jobs. Many jobs are not returning. Gone forever. Please do not allow this travesty to occur. I equate this to the looting and destruction that occurred after peaceful demonstrations. A few grabbing what they can, hurting businesses and shop owners even more.

Thank you for considering my opinion. I'm just one of the masses trying to hold my life together, shaking my head at the profiteering now being added in at my expense. Squeezing the little guy even more. If anything, we should be given a rebate because the energy production was decreased.

Brenda Chesterman
3784 Winston Dr. #86
Lafayette, Indiana 47905

brendachesterman86@gmail.com

From: [Jenny Schmitt](#)
To: [UCC Consumer Info](#)
Date: Tuesday, June 30, 2020 12:12:49 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Indiana Office of Utility Consumer Counselor

My name is Genevieve DiLegge
3802 Elmridge Drive
Evansville, IN 47711

I am communicating with you concerning "Cause No. 45380".

Every Tuesday evening, as part of a team of St. Vincent de Paul members from our St. Mary and John Parish, we connect with individuals who are in need of assistance with their rent, water bill or utility/Vectren bill. We help with the little bit we can but it is never near enough to meet their needs. It is unbelievable that the utility companies want to pass on their "financial losses" to those already literally suffering from financial burdens.

As a servant of the poor and person of faith through the Society of St. Vincent de Paul, I oppose Indiana utility companies being allowed to pass on to customers any losses due to the recent coronavirus.

Respectfully,

Genevieve DiLegge

From: [Sanders, Alyson](#)
To: [UCC Consumer Info](#); [Rivera, Olivia](#)
Subject: New Inquiry 129168 CRM:0219000000737
Date: Thursday, June 18, 2020 8:41:06 AM

This correspondence is regarding an inquiry the Consumer Affairs Division of the Indiana Utility Regulatory Commission received involving Duke Energy Indiana, LLC. Please review the information contained here and respond directly to this email. For tracking purposes, please keep all subsequent correspondence in the same email thread.

Case: 129168
Created On: 6/17/2020 5:36 PM
Assigned Date: 6/18/2020 8:39 AM
Case Type: Inquiry
Industry: Electric
Hot Case Type: Executive Order Moratorium
Case Category: Service
Case Detail 1: Rates
Case Detail 2:
Contact Method: Online
Assigned Analyst: Alyson Sanders

Customer Type: Residential
Customer: Mary Mikesell
Business Phone:
Home Phone: 317-606-8525
Contact Phone: 317-385-4166
Service Address: 202 north olive street, po box 664
City, State, ZIP: Arcadia , IN , 46030
Email: grandmary84@gmail.com

Case Description: I am 70 years old...on a fixed income...and already pay \$280/month for electric....please do not approve their request for higher rates... they are lying.. this is not about covid19.. they wanted to request 20 percent raise over a year ago

Sincerely,

Alyson Sanders
Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 E
Indianapolis, IN 46204
317-232-2717
ALSanders@urc.IN.gov

From: [Sanders, Alyson](#)
To: [UCC Consumer Info](#)
Cc: [Rivera, Olivia](#)
Subject: New Inquiry 129189 CRM:0219000000763
Date: Monday, June 22, 2020 9:28:46 AM

This correspondence is regarding an inquiry the Consumer Affairs Division of the Indiana Utility Regulatory Commission received involving Duke Energy Indiana, LLC. Please review the information contained here and respond directly to this email. For tracking purposes, please keep all subsequent correspondence in the same email thread.

Case: 129189
Created On: 6/22/2020 8:59 AM
Assigned Date: 6/22/2020 9:17 AM
Case Type: Inquiry
Industry: Electric
Hot Case Type:
Case Category: Service
Case Detail 1: Rates
Case Detail 2:
Contact Method: Online
Assigned Analyst: Alyson Sanders

Customer Type: Residential
Customer: Joan Bryant
Business Phone:
Home Phone: 317-846-9263
Contact Phone: 317-332-5139
Service Address: 595 Hawthorne Drive
City, State, ZIP: Carmel , IN , 46033
Email: surguinej@indy.rr.com

Case Description: I am outraged at the idea of Duke Energy raising prices. Especially when many of us have lost our jobs! I can not always pay my current bill, much less pay higher prices for electrical.

The bill adds so many additional charges on the bill, once they have given the main price. Those additions cost us hundreds of dollars and could almost double the bill. Of all times to increase prices, this is not it. In fact, I think they should DECREASE the pricing, not increase them.

Sincerely,

Joan K Bryant

Sincerely,

Alyson Sanders
Consumer Affairs Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 E
Indianapolis, IN 46204
317-232-2717
ALSanders@urc.IN.gov

From: [Katheryn Kepchar](#)
To: [UCC Consumer Info](#)
Subject: NIBSCO utilities, Cause No. 45377
Date: Wednesday, June 17, 2020 3:57:38 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern:

I am writing about NIPSCO utilities in northwest Indiana, Cause No. 45377. I do not believe that I should have to pay for a rate increase due to COVID related issues. I have been paying my gas and electric bill during this time. Since I have been home, my usage has also increased. I am in no position to pay for your losses because some people are not paying their bill or for other reasons.

Please do not allow NIPSCO to increase our gas and electric bill. We recently had an increase to electric and gas before that.

Thank you for your time.

Kathie Kepchar
620 N. Lindberg Street
Griffith, IN 46319
219-902-3093
Cause No. 45377

Kathie Kepchar
Faculty Assistant and Assistant to the
Bigelow Fellow Program
Phone: 773-702-9577

From: [Mary Sopata](#)
To: [UCC Consumer Info](#)
Subject: Nipsco rate increase
Date: Tuesday, June 23, 2020 2:18:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

As an Indiana resident, I oppose Nipsco's request to raise their rates and pass it on to residential customers. Just because they lost revenue due to Cov19 and their commercial customers did not use their usual electric and gas amounts, higher rates should not be assessed on residential customers. Residential customers suffered due to no employment or less working hours.

Lastly, let the upper echelon of the company get less pay and no bonuses for this difficult year. Their profits are astronomical in most years. Let them assess the businesses for the rate increase and not the middle income people.

Mary p. Sopata

Sent from my iPad

From: [C.L](#)
To: [UCC Consumer Info](#)
Subject: NO RATE INCREASE FOR UTILITIES!!
Date: Tuesday, June 23, 2020 2:14:58 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Dear Indiana Office of Utility Consumer Counselor,

I write to urge you to reject any rate utility rate increases at this time of record unemployment caused by the global pandemic. My spouse is a small business owner and due to the mismanagement of the pandemic and the economy at the federal level, she will have to lay off half of her work force. These companies already have a monopoly on services vital to our community, isn't that enough?

Daytime Phone: 765-494-6002

Email: christopherjlukasik@gmail.com

Yours,

Chris Lukasik

706 Bexley Rd. West Lafayette IN 47906

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: OUCC_Contact_2361
Date: Saturday, June 27, 2020 10:14:30 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#)

Submitted at 06/27/20 10:14 PM

Title: Dr.

Name: Jill Boughton

Email: jillaprilb@sbcglobal.net

Address: 1649 Portage Ave.
SOUTH BEND, IN 46616

**Telephone
(Best
number to
reach you
between
8:00 am and
4:30 pm,
Eastern
Time,
Monday
through
Friday)::** (574) 272-2809

**Type of
phone::** Home

**If you do
not have**

telephone
service,:

If providing
comments
on a specific
case, please
indicate the
cause
number
and/or
name of
utility::

As a servant of the poor and person of faith through the Society of St. Vincent de Paul, I oppose Indiana utility companies being allowed to pass on to customers any losses due to the recent coronavirus.

Your
Comments::

Indiana's low-income and middle income residents are already feeling the pinch. If and when they return to full employment, they have many other financial burdens that they will need to catch up payments on (rent/mortgage/car/student loans/credit card debt) in addition to normal living expenses. Utility companies are publicly-traded, asset-rich entities, They can absorb losses without further burdening the people who have to call us every month for enough food to stay alive.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: OUCG_Contact_2361
Date: Saturday, July 04, 2020 1:34:56 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#)

Submitted at 07/04/20 1:34 PM

Title: Mr.

Name: robert stephens

Email: stephensb113@gmail.com

Address: 1300 Mohr Rd
Evansville, IN 47720

**Telephone
(Best
number to
reach you
between
8:00 am and
4:30 pm,
Eastern
Time,
Monday
through
Friday)::** (812) 459-0829

**Type of
phone::** Mobile

**If you do
not have**

telephone
service,:

If providing
comments
on a specific
case, please
indicate the
cause
number
and/or
name of
utility::

vectren

Your
Comments::

It is unbelievable that the utilities would try to squeeze more money out of is't customers due to the reduced need for power during these times. The utility is supposed to serve the public not try to rob the public. The pubic is not interested in lining the pockets of the directors of the utilities. Many people are struggling just to feed their families at this time and the utilities has the audacity to make this request. I trust you will use common sense and deny this totally unfair request.

Copyright © 2020 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: OUCC_Contact_2361
Date: Wednesday, June 24, 2020 6:19:24 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#)

Submitted at 06/24/20 6:19 PM

Title: Mr.

Name: Zane Coben

Email: zcob27@gmail.com

Address: 713 S 9th St
Richmond, IN 47374

**Telephone
(Best number
to reach you
between 8:00
am and 4:30
pm, Eastern
Time, Monday
through
Friday)::** (580) 364-4205

**Type of
phone::** Mobile

**If you do not
have telephone
service,:**

If providing

comments on a specific case, please indicate the cause number and/or name of utility::

Rate increases for the next 3 years.

Your Comments::

I think it would be best to hold off on rate increases not just due to Covid-19 and a potential second shutdown, but also due to the recession that could turn into the second depression. I know multiple people struggling with their bills and electricity is one of them. Thank you for your time. Stay safe and have a good day.

Copyright © 2020 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: OUCG_Conact_2361
Date: Tuesday, June 23, 2020 10:00:39 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Conact_2361](#)

Submitted at 06/23/20 10:00 AM

Title:	Mrs.
Name:	Elizabeth Byers-Doten
Email:	byers.ann.elizabeth@gmail.com
Address:	1982 Indian Trail Drive West Lafayette, IN 47906
Telephone (Best number to reach you between 8:00 am and 4:30 pm, Eastern Time, Monday through Friday)::	(765) 586-4087
Type of phone::	Mobile
If you do not have	

telephone
service,:

If providing
comments
on a specific
case, please
indicate the
cause
number
and/or
name of
utility::

COVID-19 Investigation

I kindly ask that the commission do not raise utility rates for the state. It would be corruptly selfish, unnecessary, and inhumane. Many individuals are still working from home, my household included, thus increasing our monthly rates for water, electric and gas. I understand that the organizations are asking for rates to be increased because they lost money, but everyone has lost money. Statistically speaking, most individuals are not going to see a raise for at least a year. This income plateau should be reflected in our cost of living expenses. I do not see the internet providers asking for more money because their services have been used more often. So many people are out of work right now, the fact that you want to exacerbate their situation by raising rates is astounding to me.

The following are examples of company's I pay who would be going against their mission statements by raising rates:

Duke Energy

At Duke Energy, we make people's lives better by providing gas and electric services in a sustainable way — affordable, reliable and clean. This requires us to constantly look for ways to improve, to grow and to reduce our impact on the environment.

- This increase would not make people's lives better and would make it less affordable as well

Vectren Energy

At CenterPoint Energy, our vision is to "Lead the nation in delivering energy, service and value." To us this means more than just doing business, it means being guided by a set of core values that define who we are and what we believe. We value our customers, shareholders, employees and the

Your
Comments::

communities we serve. We're committed to doing business every day with: Safety, Integrity, Accountability, Initiative, Respect
- This increase would show a lack of respect, integrity, and value to the company

I kindly ask you to be compassionate, respectful, and demonstrate strength when voting no in increasing rates.

Respectfully,
Elizabeth Byers-Doten
West Lafayette, IN

Copyright © 2020 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: OUCG_Contact_2361
Date: Sunday, June 21, 2020 5:11:29 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#)

Submitted at 06/21/20 5:11 PM

Title:	Ms.
Name:	Lisa Sabo
Email:	nrfplcom@yahoo.com
Address:	5818 McCasland Ct Portage, IN 46368
Telephone (Best number to reach you between 8:00 am and 4:30 pm, Eastern Time, Monday through Friday)::	(219) 616-1549
Type of phone::	Mobile
If you do not have telephone service,:	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	

To Whom It May Concern:

My husband and I do not believe NIPSCO and the other companies should be able to raise their rates to recoup lost revenue due to the pandemic.

Society as a whole shares in the losses caused by this. I'm not sure but there may have been government aid available to them And if not it is because they have been deemed capable of withstanding the lost revenues.

Your Comments::

Many of us they want to collect their loses from have had significant loses of our own. With many suffering from food, housing and employment shortages.

They need to figure this out on their own...reduce high level management wages, stockholder dividends? But we can't recoup our loses. They shouldn't be able to add to our devastation.

Lisa and Jim Sabo
Portage, IN

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: OUCG_Conact_2361
Date: Monday, June 29, 2020 3:43:06 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Conact_2361](#)

Submitted at 06/29/20 3:41 PM

Title: Ms.

Name: Sister Caroline Clark,

Email: carolineclark1949@gmail.com

Address: 611 N. First Ave.
Evansville, IN 47710

**Telephone
(Best
number to
reach you
between
8:00 am and
4:30 pm,
Eastern
Time,
Monday
through
Friday)::** (248) 417-6400

**Type of
phone::** Mobile

**If you do
not have** Check here

telephone
service,:

**If providing
comments
on a specific
case, please
indicate the
cause
number
and/or
name of
utility::**

Indiana Utility Co.

**Your
Comments::**

As a servant of the poor and person of faith through the Society of St. Vincent de Paul, I oppose Indiana utility companies being allowed to pass on to customers any losses due to the recent coronavirus.

Respectfully, large numbers of Indiana's low income and middle income residents are already struggling to meet day-to day needs as a result of job losses and/or reduced work hours due to coved 19. Even assuming that all of these individuals immediately return to full employment, which is unlikely, they have many other financial burdens that they will need to catch up payments on (rent/mortgage/car/student loans/credit card debt) in addition to normal living expenses. To expect these citizens to make up the short-term income reductions that utility companies, most of whom are publicly traded, large asset rich entities, have experienced not due to any of their faults, is not reasonable at this time and the request to pass this onto residential customers should be denied.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: OUCC_Contact_2361
Date: Friday, July 10, 2020 4:42:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#)

Submitted at 07/10/20 4:42 PM

Title: Ms.

Name: Linda Evinger

Email: levinger@usi.edu

Address: 1300 Mohr Rd
Evansville, IN 47720

**Telephone
(Best
number to
reach you
between
8:00 am and
4:30 pm,
Eastern
Time,
Monday
through
Friday)::** (812) 867-6956

**Type of
phone::** Home

**If you do
not have**

telephone
service,:

**If providing
comments
on a specific
case, please
indicate the
cause
number
and/or
name of
utility::**

Cause No. 45380

**Your
Comments::**

I hope that the decision that you make does not further stress those who struggle to pay all of the bills while still eating and helping their family survive safely. It seems illogical that the loss of income of Vectren will be passed along to the customers instead of the stock holders. When you invest in a stock, there must be an expectation of some risk. Please do not choose profit over survival! Thank you.

Linda Evinger

From: [TR Boczkowski](#)
To: [UCC Consumer Info](#)
Subject: Proposed rate hike by Nipsco and other utilities in Indiana Cause No.45380
Date: Tuesday, June 23, 2020 12:07:39 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

As a member of the Gary council of the Saint Vincent DePaul Society and a concerned citizen I am writing to request that you deny the proposed rate hike by the utility companies of our state to make up for revenue lost due to covid 19. Many of our neighbors are already suffering hardships struggling to make ends meet and passing on a rate hike at this time would be more than they could bear. Because we know that you have the power to make the choice to help stop the cycle of injustice to those most in need, we will be praying that you make the right decision of denying this unfair request from the utility companies. Thank you, Pat Boczkowski, St. John, Indiana

From: [Mary Jo Bennett](#)
To: [UCC Consumer Info](#)
Subject: proposed utility rate increase
Date: Thursday, July 02, 2020 11:51:17 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

In reference to cause # 45380, please do not allow a rate increase for Vectren.

I participate with the St. Vincent de Paul Society and assist people who request help to pay their basic necessity bills such as rent , water and electricity.

It is unfortunate that the company isn't making it's expected amount but neither are so many of it customers earning what they expected. They do not have enough funds to pay regular bills, much less an increase to satisfy a large utility company.

Please be compassionate and do not add to the burdens that so many people are already carrying.

Sincerely,

Mary Jo Bennett
345 Plaza Dr.
Evansville, IN 47715

From: [Emma Mitchell](#)
To: [UCC Consumer Info](#)
Subject: Protect out of work Hoosiers
Date: Saturday, June 27, 2020 12:53:37 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Re: Protect out of work Hoosiers

Dear Utility Consumer Counselor,

Indiana's monopoly utilities want to opportunistically profit off of customers like me by charging us for the energy that they did not sell because of the COVID19 global pandemic.

Hoosiers are suffering enough right now because of record unemployment, food insecurity, disproportionate health impacts by race and zip code, and unanticipated financial obligations due to the pandemic.

Please reject the utilities' attempt to exploit Hoosiers. Extend the utility shut-off moratorium and freeze any rate increases until this economic and health crisis has ended.

Sincerely,
Emma Mitchell
ejmitch6@gmail.com
1538 Woodlawn Ave Indianapolis, IN 46203 Constituent

Prepared by OneClickPolitics (tm) at www.oneclickpolitics.com. OneClickPolitics provides online communications tools for supporters of a cause, issue, organization or association to contact their elected officials. For more information regarding our policies and services, please contact info@oneclickpolitics.com

From: [Allen, Peggy](#)
To: [UCC Consumer Info](#)
Subject: Rate increase
Date: Tuesday, June 23, 2020 4:55:44 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Oucc

I cant believe the utility companies have the nerve to ask for a rate increase when most people are struggling just to pay their bills as it is.

They just need to suck it up and deal with it like all the other companies are having to.

I knew closing businesses and requiring people/kids to stay home was a bad idea from the beginning. No one would listen and I frequently got criticized. Well, this is the result of this ill informed mandate.

Unfortunately, the PAINFUL EFFECTS are just coming to light. It will get worse LONG BEFORE IT gets better.

We are all paying for the MASSIVE OVERREACTION to this pandemic.

Peggy Allen

“If we don’t let go of our past, we will **bleed all over our future.”**

Quote from a Facebook video.

From: [Nell Hill](#)
To: [UCC Consumer Info](#)
Subject: Utility increases
Date: Wednesday, June 17, 2020 4:36:28 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

We are totally opposed to the raises the state utility companies are going to request (or maybe they have already made the request) because of the coronavirus pandemic. Let them make some changes in other areas. Lots of people lost revenue and the stimulus check was just a drop in the bucket for so many of these people.

I just saw this in a June 1, 2020 newspaper.

Tom and Nell Hill
2541 Whitlow Dr.
Evansville IN 47725

From: pammrdd@juno.com
To: [UCC Consumer Info](#)
Subject: Utility rates charges to customers
Date: Monday, June 22, 2020 6:45:45 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern;

As a servant of the poor and person of faith through the Society of St. Vincent de Paul, I oppose Indiana utility companies being allowed to pass on to customers any losses due to the recent coronavirus.

Respectfully, large numbers of Indiana's low income and middle income residents are already struggling to meet day-to-day needs as a result of job losses and/or reduced work hours due to COVID-19. Even assuming that all of these individuals immediately return to full employment, which is unlikely, they have many other financial burdens that they will need to catch up payments on (rent/mortgage/car/student loans/credit card debt) in addition to normal living expenses. To expect these citizens to make up the short-term income reductions that utility companies, most of whom are publicly traded, large asset rich entities, have experienced not due to any of their faults, is not reasonable at this time and the request to pass this onto residential customers should be denied.

As one who is underemployed and cannot claim unemployment insurance, it would be unfair for me to be charged for your losses. I am depending on social service agency grant monies, along with others in my area, to help pay my current bill.

Sincerely,

*Pam Gabor
9358 Kennedy Ave.
Highland, IN 46322
pammrdd@juno.com*

CERTIFICATE OF SERVICE

This is to certify that a copy of the *Utility Consumer Counselor's Notice of Additional Customer Comments* has been served upon the following parties of record in the captioned proceeding by electronic service on August 10, 2020.

Duke Energy Indiana:

Kelley A. Karn

Melanie D. Price

DUKE ENERGY BUSINESS SERVICES LLC

kelley.karn@duke-energy.com

melanie.price@duke-energy.com

Industrial Group:

Joseph Rompala

Todd A. Richardson

LEWIS & KAPPES, P.C.

JRompala@lewis-kappes.com

TRichardson@lewis-kappes.com

etennant@lewis-kappes.com

at Tyler@lewis-kappes.com

Indiana Natural Gas and

Midwest Natural Gas:

L. Parvin Price

BARNES & THORNBURG LLP

Parvin.Price@btlaw.com

I&M:

Jeffrey M. Peabody

BARNES & THORNBURG LLP

jpeabody@btlaw.com

Marc Lewis

AEP

melewis@aep.com

IPL:

Teresa Morton Nyhart

BARNES & THORNBURG LLP

tnyhart@btlaw.com

Indiana American Water Co.:

Hillary J. Close

BARNES & THORNBURG LLP

hillary.close@btlaw.com

Indiana Gas and SIGECO:

Jason Stephenson

Heather Watts

Justin Hage

CENTERPOINT ENERGY, INC.

Jason.Stephenson@centerpointenergy.com

Heather.Watts@centerpointenergy.com

Justin.Hage@Centerpointenergy.com

Sycamore Gas:

Kay E. Pashos

ICE MILLER LLP

kay.pashos@icemiller.com

Aqua Indiana

Mark R. Alson

ICE MILLER LLP

mark.alson@icemiller.com

NIPSCO:

Claudia J. Earls

Christopher C. Earle

Robert E. Heidorn

NISOURCE CORPORATE SERVICES – LEGAL

cjearls@nisource.com

cearle@nisource.com

rheidorn@nisource.com

demccall@nisource.com

Nicholas K. Kile

BARNES & THORNBURG LLP

Nicholas.kile@btlaw.com

CAC, INCAA:

Jennifer Washburn

CITIZENS ACTION COALITION

jwashburn@citact.org

OVG:

Clayton C. Miller
STOLL KEENON OGDEN PLLC
clayton.miller@skofirm.com

Jt Intervenor Muni-NFP Utilities:

J. Christopher Janak
Nikki Gray Shoultz
Kristina Kern Wheeler
BOSE MCKINNEY & EVANS LLP
cjanak@boselaw.com
nshoultz@boselaw.com
kwheeler@boselaw.com

LaPorte County:

Shaw R. Friedman
FRIEDMAN & ASSOCIATES, P.C.
sfriedman.associates@frontier.com

Keith L. Beall
CLARK, QUINN, MOSES, SCOTT & GRAHN, LLP
kbeall@clarkquinnlaw.com

Sierra Club:

Allison W. Gritton
Allison.Gritton@woodenlawyers.com

Kroger

John P. Cook
John P. Cook & Associates
john.cookassociates@earthlink.net

Kurt J. Boehm, Esq
Jody Kyler Cohn, Esq
Boehm, Kurtz & Lowry
KBoehm@BKLLawfirm.com
JKylerCohn@BKLLawfirm.com

Kevin Higgins
Justin Bieber
Energy Strategies, LLC
khiggins@energystrat.com
jbieber@energystrat.com



Tiffany Murray
Deputy Consumer Counselor

Randall Helmen
Tiffany Murray
Daniel M. Le Vay
INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR
PNC Center
115 West Washington Street, Suite 1500 South
Indianapolis, IN 46204
rhelmen@oucc.in.gov
timurray@oucc.in.gov
dlevay@oucc.in.gov
infomgt@oucc.in.gov
317/232-2494 – Telephone
317/232-5923 – Facsimile