

Satterfield, Sara

From: Shane Dye <sugarshanedye@gmail.com>
Sent: Tuesday, October 04, 2016 1:07 PM
To: Satterfield, Sara
Subject: RE: Case 110738 - NISPCO

Follow Up Flag: Follow up
Flag Status: Flagged

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Michael Dye 3035 Grand Blvd appeals the decision of Sara Satterfield on the grounds of time to come to a decision, lack of evidence submitted but Sara never provided any information on how came to decision. Nipsco openly admits to taking estimates and turning into hard reading through the months of December 2014 through April 1st 2015. Multiple times Nipsco tech crew would come out to try and figure out the problem only to say there is a problem but not sure how to fix it within Nipsco. Nipsco tech guy June 1st admits that true tech schedule a switch out in December of 2014 but shows to schedule the second being February 2015. Which true tech cannot change without entry into home, "which never happened" The most important evidence is the home was destroyed by a water break that went on for some time destroying the entire home leaving it shut down and vacant from December 2014 forward. The evidence is with insurance company, city council and contractors to name a few. I appeal the decision and ask for the evidence I originally submitted back in mid 2015 and if attorney needs to get involved I will re submit my evidence. I would appreciate working together to resolve the issues with Nipsco. Fact no utilities except providing delivery is all Nipsco has done. Thanks Michael Dye

On Sep 14, 2016 1:02 PM, "Satterfield, Sara" <ssatterfield@urc.in.gov> wrote:

Mr. Dye,

Per your request, I am forwarding you a copy of my determination letter via email. This certified letter was also sent out to you on June 27, 2016, at your address of record, 3035 Grand Blvd, Lake Station, IN 46403, which was returned back to us in July 2016, by the post office due to vacant home.

As I stated, if you do not agree with my determination, you may appeal my decision in writing and send directly to the Indiana Utility Regulatory Commission (IURC), within twenty (20) days after this email has been sent. Please keep in mind that this is our second attempt to provide you with the IURC appeal process; therefore, the deadline will be Oct. 4, 2016 by closed of business day.

If you have any questions about this process, please contact our General Counsel, Beth Krogel Roads, at 317-232-2092 or BKRoads@urc.in.gov

Thank you,

Sara

Sara Satterfield

Senior Consumer Affairs Analyst

Consumer Affairs Division

Indiana Utility Regulatory Commission

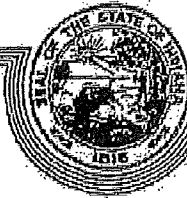
101 W Washington Street, Suite 1500 East

Indianapolis, Indiana 46204

Phone (800) 851-4268, ext. 36003

Email: ssatterfield@urc.in.gov

STATE - INDIANA



INDIANA UTILITY REGULATORY COMMISSION
101 W. WASHINGTON STREET, SUITE 1500E
INDIANAPOLIS, INDIANA 46204-3407

<http://www.in.gov/iurc>
Office: (317) 232-2701
Facsimile: (317) 232-6756

June 27, 2016

Mr. Michael Dye
3035 Grand Blvd.
Lake Station, IN 46405

Dear Mr. Dye:

Thank you for contacting the Consumer Affairs Division (CAD) of the Indiana Utility Regulatory Commission (Commission) regarding Northern Indiana Public Service Co. As you requested an appeal to the CAD Director, I have reviewed Complaint # 110738 and have made a determination based on the facts presented in the complaint. A copy of my decision is included with this letter for your records.

If you do not agree with my decision, you may appeal in writing directly to the Indiana Utility Regulatory Commission within twenty (20) days of receipt of my decision. An Administrative Law Judge from the IURC will mail you the date and time of a hearing regarding the appeal. As the appealing party, you may attend and participate in this hearing. Any subsequent dates to appear will be discussed at the initial hearing. If you do not attend the hearing, the case may be dismissed, unless you have communicated to the IURC that you prefer to submit a written statement detailing your complaint.

If you have any questions about this process, please contact our General Counsel, Beth Krogel Roads, at 317-232-2092 or BKRoads@iurc.in.gov.

Best Regards,

A handwritten signature in cursive script, appearing to read "Sara Satterfield".

Sara Satterfield
Director's Designee, Consumer Affairs
Indiana Utility Regulatory Commission
101 W Washington Street, Suite 1500 East
Indianapolis, Indiana 46204
Phone (800) 851-4268, ext. 36003
ssatterfield@iurc.in.gov

INDIANA UTILITY REGULATORY COMMISSION

DIRECTOR REVIEW OF CONSUMER AFFAIRS DIVISION ANALYST'S RESOLUTION

Director's Designee Review# 2015-29

To: Mr. Michael Dye
3035 Grand Blvd.
Lake Station, IN 46405

From: Sara Satterfield
Indiana Utility Regulatory Commission
101 West Washington St., Suite 1500 E.
Indianapolis, IN 46204

Copy: Northern Indiana Public Service Co.
Attn: Karen Bruce
801 E. 86th Avenue
Merrillville, IN 46410

Complaint # 110738; Mr. Michael Dye vs. Northern Indiana Public Service Co.

Pursuant to 170 IAC 16-1-5, the Director's Designee of the Consumer Affairs Division of the Indiana Utility Regulatory Commission has fully reviewed the Consumer Affairs Analyst's resolution regarding this complaint, and hereby affirms this resolution for the following reason:

☒ That the facts alleged in the complaint fail to state a violation under any statute, administrative rule or Commission Order governing the provision of utility services in the State of Indiana.

☐ That under the facts presented, the respondent utility appears to be in violation of (cite statute, rule or Order) in that it _____

☐ Other _____

Conclusion:

Based on the information provided, the analyst decision is affirmed. In accordance with the Indiana Administrative Code 170 IAC 4-1-13 [d] for electric service, the utility is allowed to estimate the bill of any customer only for good cause, which includes inclement weather. The account records showed that your reading for electric service was estimated when you started service on Dec. 10, 2013 due to inclement weather. Based on the electric usage, the utility adjusted your account as a good will gesture and gave you a credit of \$158.51. Records indicated that in June 2014, you requested a meter test. The meter tested accurate and in accordance to the Indiana Administrative Code 170 IAC 4-1-9.

In regard to the gas service, per the Indiana Administrative Code 170 IAC 5-1-13 [C] the utility is allowed to estimate the bill of any customer only for good cause as well. The account records also showed that your readings for gas service were estimated when you started service on Dec. 10, 2013 due to inclement weather. According to the records, you were billed for gas service based on the usage that passed through the meter. In addition to that, per your request, the

utility also tested this meter in June 2014 and based on the meter test results, the meter tested accurate and in accordance to the Indiana Administrative Code 170 IAC 5-1-9. Therefore, no adjustments for gas service are going to be made to the account.

As of today the entire balance of \$1,116.48 is past due, which includes the disputed amount of \$943.16 (\$714.31 for gas and \$228.85 for electric) plus \$173.32 in charges that are not in dispute. Based on the information provided, I have determined that you have been billed correctly.



Date: 6-27-16

Sara Satterfield

Director's Designee, Consumer Affairs Division