

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

APPLICATION OF B & B WATER)
PROJECT, INC. FOR A NEW SCHEDULE) CAUSE NO. 45810-U
OF RATES AND CHARGES FOR WATER)
SERVICE)

NOTICE OF FILING CUSTOMER COMMENTS

The Indiana Office of Utility Consumer Counselor “OUCC” hereby files comments
received in this Cause from customers of B&B Water Project.

Respectfully submitted,



Daniel M. Le Vay, Attorney No. 22184-49
Deputy Consumer Counselor
OFFICE OF UTILITY CONSUMER COUNSELOR
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204
Email: dlevay@oucc.in.gov
infomgt@oucc.in.gov

CERTIFICATE OF SERVICE

This is to certify that a copy of the *Notice of Filing Customer Comments* has been served upon the following counsel of record in the captioned proceeding by electronic service on January 13, 2023.

Jeffrey H. Underwood
B&B WATER PROJECT, INC.
6292 E State Road 45
Bloomington, IN 47408
Email: junderwood@alumni.iu.edu
www.bandbwaterproject.com



Daniel M. Le Vay
Deputy Consumer Counselor

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR
115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204
infomgt@oucc.in.gov
317/232-2494 – Phone
317/232-5923 – Facsimile

12/4/22

Secretary of the Commission,

We do not agree with the proposed
rate hike of 47.8% by B+B Water and
request a public hearing be held.

Respectfully,

Ralph R. Vargas

Ralph R. Vargas

B+B Account [REDACTED]

Location [REDACTED]

Donna Vargas

LTC (Ret.) & Dr. Ralph R. Vargas
2001 E. Gramercy Park Dr.
Bloomington, IN 47408-9118

INDIANAPOLIS IN 460

5 DEC 2022 PM 1 1



FOREVER / USA

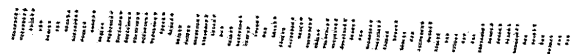
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DEC 07 2022

INDIANA UTILITY REGULATORY COMMISSION

Sec. of the Commission
Indiana Utility Reg. Commission
101 W. Washington St.
Suite 1500 E.
Indianapolis, IN 46204

304-276499



From: [Daniel Cole](#)
To: [UCC Consumer Info](#)
Subject: Daniel Cole-B&B Water Project's proposed rate increase, Cause #45810
Date: Sunday, December 4, 2022 1:15:00 PM

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

Dear Counselor:

As a customer of B&B Water Project, I object to its proposed 48% rate increase.

B&B Water Project is seeking a 48% rate increase for providing water services. That is a *very* large rate increase given current economic circumstances, and there is reason to wonder how it might be justified. It is hard to see any justification for such a massive increase in its IURC application. Importantly, the IURC's online link to B&B's rate case exhibit is not working; which makes it impossible for consumers (or anyone) seeking further justification to find it.

B&B last received authorization to increase its rates in 2016. At that time, it sought an approximately 25% increase, which seemed reasonable in light of the fact that B&B had not previously had a rate increase since 1991. But now, just six years after its last rate increase, B&B is seeking another increase that would nearly double existing rates for customers. In the absence of any real and verifiable evidence that such an increase, or any increase, is warranted, the application should be summarily denied.

Sincerely,

Dan Cole
2205 E Gramercy Park Dr.
Bloomington, IN 47408

From: [Deb Browning-Unversaw](#)
To: [UCC Consumer Info](#)
Subject: Outrageous hike in water price
Date: Monday, December 5, 2022 8:43:12 AM

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

I am writing on behalf of my community in new Unionville Indiana and I have seen increasing problems with my bill for water. I cannot believe a 47.8% hike in price is going to benefit anyone when peoples paychecks aren't even being adjusted to the inflation hike. How do you propose to help those who cannot afford water? What will 48% do for us? My meter never seems to read right and I've been overpaying since last June and even requested a new meter. And finally after paying over \$100 for several months I received one. Instantly my next bill was reasonable. Please reconsider this gigantic hike in price. We can't afford it!!!!

Sincerely

Deb Unversaw
3969 E Boltinghouse Road,
Bloomington, IN 47408

Sent from my iPhone
Deb Unversaw
812-340-5327
dunversaw@outlook.com

From: [Candy Langley](#)
To: [UCC Consumer Info](#)
Subject: Candy Robbins- water rate increase B&B Water
Date: Monday, December 5, 2022 2:17:27 PM

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

I received notice in the mail which I have attached that the water company for my property is (B&B Water Project) has requested and is proposing an across the board water increase of 47.8%. Isn't this an unusually high increase to immediately jump to ? I cannot imagine that people are in shape for a rate increase with all that has happened with covid and income restrictions over the last few years. I know people in my area that barely make their grocery supplies and have small children that need more . Has the water company decided to start passing out meters again to new customers and are now making us pay for the meters then the install? I could understand if they said they had merit for a small increase and then in a few years another small increase but this is going to be a lot for some individuals to manage. I am against any increase of such an amount ...47.8%? This will hurt much of this small rural community but not Dale Lisby or David Sharp who live in nice new larger homes and have an income source to support a nice lifestyle. I will be shocked if the community takes this increase lightly . Please consider the small struggling family where 47.8% will be harder on them.

Attachment of letter sent also I do not see a cause or case number provided in the letter from the B&B Utility Board.

Respectfully ,
Candy Robbins
812-340-0770

Water Customers of B&B Water

In Re: Proposed Water Rate Increase

Dear Water Customer:

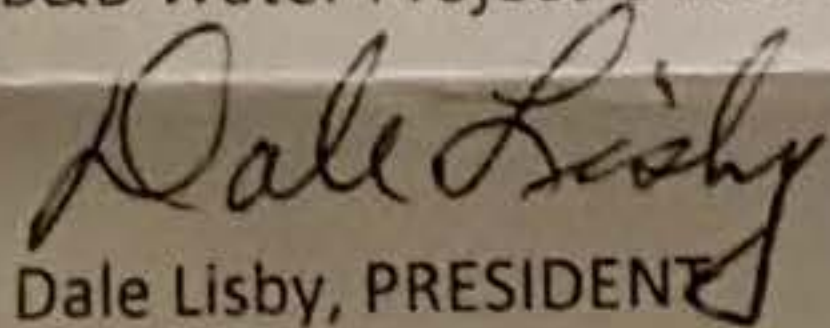
Notice is hereby given that the B&B Water Inc, Utility Board did on 11/18/22, file an Application with the Indiana Utility Regulatory Commission (IURC) to increase the water rates charged to customers of the B&B Water Company.

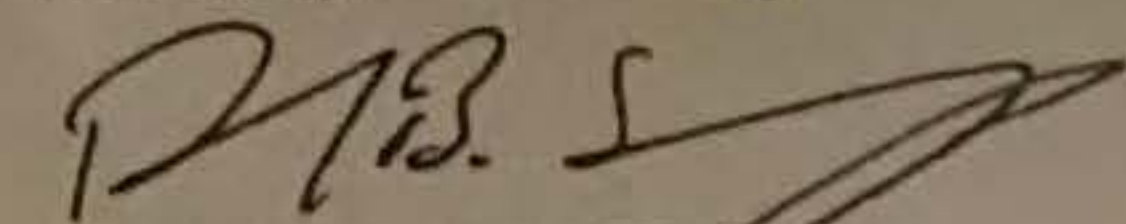
This Application was filed pursuant to Ind. Code 8-1-2-61.5 without the necessary cost of an IURC hearing; however, a public hearing before the IURC may be held if any public or municipal corporation, ten (10) individuals, firms, corporations or associations, or ten (10) complainants of all or any of these classes affected by the proposed rate change requests a formal public hearing. A written, signed request for a formal hearing must be submitted to the Secretary of the Commission, Indiana Utility Regulatory Commission, 101 W. Washington Street, Suite 1500 East, Indianapolis, Indiana, 46204 and must be received by the IURC within forty (40) days after the date the Application was filed with the IURC and declared complete. In addition, a public hearing may be held if requested by the Utility Consumer Counselor (OUCC).

The proposed increase in the water rate requested by the application is approximately 47.8% and is proposed to be an "Across-the-Board" increase.

In the absence of a written request as described above, there likely will be no hearing conducted by the IURC on this Application. However, this will not decrease the standard of review by either the OUCC or the IURC. While the small utility filing procedure reduces time and expenses for the filing utility, the utility must still make its case in writing and has the same burden of proof that is required in any IURC rate case. The OUCC will assign a team of legal and technical staff to review the utility's request. Further, utility customers may send comments to the OUCC for inclusion in the formal case record. The OUCC accepts comments through its website at www.in.gov/OUCC/2361.htm or by e-mail at uccinfo@OUCC.in.gov.

B&B Water Project UTILITY BOARD


Dale Lisby, PRESIDENT


David Sharp, SECRETARY

From: [Bryan Mattison](#)
To: [UCC Consumer Info](#)
Subject: Alice & J. Bryan Mattison- B & B Water rate increase
Date: Monday, December 5, 2022 5:21:11 PM

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

I am totally opposed to that exorbitant increase that it requested by the B & B Water Company.

As a retired elderly citizen of Unionville, Monroe County, Indiana I simply can not afford to continue be charged increases like this, nor all the others that are imposed on me by the politicians of our county, State, and Federal governments.

PLEASE FOR THE LOVE OF HUMANITY DO NOT GRANT THIS TRAVESTY.

Alice and J. Bryan Mattison
8383 E. State Road 45
Unionville, IN. 47468

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: BILL CAIN- B&B Water Project 45810
Date: Monday, December 5, 2022 3:24:27 PM
Attachments: [OUCC Contact Form.pdf](#)

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: BILL CAIN
Email: wjcain@indiana.edu
Phone: (812) 320-9074
Address: 5765 N TUNNEL RD

UNIONVILLE
IN
47468

Utilities: B&B Water

Type of Inquiry: Case Comment

Comments: This is in reference to case 45810 submitted on 18 November by B and B Water Company. They are proposing a significant price increase (47.8%). This increase was told to us customers via a letter. I just received mine today-a full 2 weeks after they submitted their proposal to you. I think that was done to limit the responses since some of us would not have time to send in a response in the 40 day timeframe. Also, the letter does not specify any reasoning for such a large increase in charges. Both of these actions make me very weary of their intentions with the windfall of money they are requesting.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Brad Frankland- B&B Water Project 45810
Date: Monday, December 5, 2022 8:26:44 PM
Attachments: [OUCC Contact Form.pdf](#)

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Brad Frankland
Email: bnlfrank70@gmail.com
Phone: (812) 391-1266
Address: 4421 N. Wesley Lane

Bloomington
IN
47408

Utilities: B&B Water Project, Inc
Type of Inquiry: Case Comment

Comments: I am a customer and got a notification in the last bill that the B&B Water Project company filed for a rate increase of 47.8%. I understand things are going up lately, however I feel this size of a rate increase is ridiculously high! I do not agree with this rate increase and should be reconsidered or looked into. I am sure there are other customers that feel the same way.

Thanks,
Brad

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Daniel Clendening- B&B Water Project 45810
Date: Monday, December 5, 2022 10:47:33 AM
Attachments: [OUCC Contact Form.pdf](#)

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

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Daniel Clendening
Email: dclen@Hotmail.com
Phone: (812) 783-9256
Address: 5396 E Boshears Rd

Bloomington
IN
47408

Utilities: B&B Water Project Inc.

Type of Inquiry: Case Comment

Comments: IURC,

BB Water Project has requested a 47.8% increase for their service. This increase is quite large compared to the current inflation rate and should be denied based on the lack of evidence showing a need for said increase.

Thank You,
Daniel Clendening

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Jonn Payne- B&B Water Project 45810
Date: Monday, December 5, 2022 5:01:40 PM
Attachments: [OUCC Contact Form.pdf](#)

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

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Jonn Payne
Email: brandon.payne@leesupplycorp.com
Phone:
Address: 9696 E State Rd 45

Unionville
IN
47468
Utilities: B&B Water Company
Type of Inquiry: Case Comment
Comments: I would like to be included in the findings of this review as a 47.8% increase in cost seems out of line with current economic conditions.

From: [Linda Baker](#)
To: [UCC Consumer Info](#)
Subject: Linda Baker- B&B Water Project 45810
Date: Monday, December 5, 2022 11:15:29 AM

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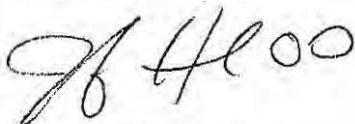
This is an absurd increase!! There isn't even an explanation given!!! It just dropped " out of the sky " by letter with our bill. Don't use the excuse everything is costing more. (47.8% INCREASE). B&B WATER PROJECT

12/08/2022

B&B WATER COMPANY

This letter is in regards to your recent statement that you are increasing the rate by 47.8%. I am opposed to this and it will negatively affect my financial circumstances. I would not be opposed to a more reasonable increase but 47.8% is excessive and extreme. I request a hearing be held and further options discussed.

SINCERELY,

A handwritten signature in cursive script, appearing to read "J Heil", written in dark ink.

JENNIFER HEIL

Faxed

9 December 2022

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DEC 12 2022

Secretary of the Commission
Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 East
Indianapolis, IN 46204

INDIANA UTILITY REGULATORY COMMISSION

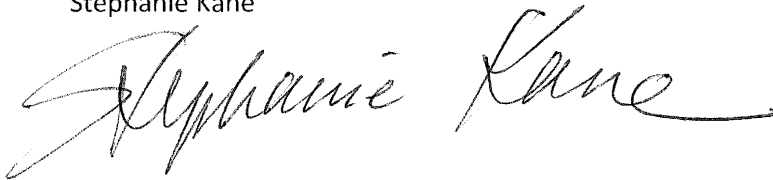
RE: B & B Water, proposed 47.8% rate increase

Dear Secretary,

I am writing to formally request a public hearing pursuant to Ind. Code 8-1-2-01.5. B & B Water should hold a public hearing to explain the reasons for such a dramatic rate increase. They should outline the problems with the current system (infrastructure? water quality or quantity?), the proposed solutions and alternatives and the relevant cost estimates and time frames. Customers such as myself should understand and have some input into the decision-making process.

Thanks for your consideration.

Stephanie Kane

A handwritten signature in cursive script that reads "Stephanie Kane". The signature is fluid and elegant, with the first name and last name clearly distinguishable.

4412 E. Trailridge Rd.
Bloomington IN 47408
kane.stephanie@gmail.com

From: [liz robb](#)
To: [UCC Consumer Info](#)
Subject: Liz Robb- B&B Water Utility proposed increase
Date: Sunday, December 11, 2022 6:01:12 PM

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

I am writing in regards to the proposed 47.8% increase to customers of the B and B water corporation. I understand the need for system upgrades, and a moderate increase is understandable, but in this atmosphere of high inflation and increased costs of all utilities, this extreme amount of increase will present a hardship for me. My bill is currently \$27.38/mo; with a 47.8% increase it would be \$40.47, or an extra \$157/year. That is too much.

I am a retiree on a fixed income and consistently use less than the minimum amount of water per month (<3000 gal/ mo.) I already pay the same service charge as everyone else, and am also charged a surplus over the amount I actually use (for example, last month I used 1940 gallons but was charged for 3000).

I think that everyone should be promoting conservation of water, and those of us who pay attention to that should be recognized and rewarded with lower rates. I object to the proposed increase as presented.

Thank you for your consideration,

Liz Robb
8648 E Sate Road 45
Unionville IN 47468
8123256749

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Gordon Nesbit- B&B Water Project 45810
Date: Sunday, December 11, 2022 8:45:21 AM
Attachments: [OUCC Contact Form.pdf](#)

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

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title:
Name: Gordon Nesbit
Email: gordonnesbit@hotmail.com
Phone: (952) 693-6432
Address: 7346 N Tunnel Rd

Unionville
IN
47468

Utilities: B&B Water Project
Type of Inquiry: Case Comment

Comments: This proposed increase of 47.8% is absurd. B&B Water already charges each customer a minimum usage charge every month, regardless of actual usage. I suspect many customers, like me, have never exceeded the minimum usage charge, yet we continue to pay, because B&B Water has a monopoly on the market. If I had another option for water in the area, I would definitely change, but I am held hostage by B&B Water. Instead of increasing our charges by nearly 50%, perhaps they should fix their internal issues.

**Denise A. Malayeri
Gerard P. Clerkin
4402 E. Trailridge Rd.
Bloomington, IN 47408
C) 317.446.4381**

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DEC 15 2022

INDIANA UTILITY REGULATORY COMMISSION

December 12, 2022

Secretary of the Commission
Indiana Utility Regulatory Commission
101 W. Washington Street
Suite 1500 East
Indianapolis, IN 46204

RE: B & B Water Proposed 47.8% Rate Increase

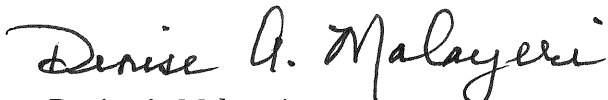
Dear Secretary of the Commission:

Please accept this letter as a formal request for a public hearing pursuant to IN Code 8-1-2-61.5. B & B Water is requesting a 47.8% rate increase for their customers. As a current customer, I am shocked that a public utility can make such a request with no advance notice. The purpose of a Board of Directors is to review the profitability of the company and make decisions in the best interest of the company and their customers. Should such a large increase become necessary, it is not likely that it occurred overnight. There should be planning that explains any financial issues and outlines a fair resolution with gradual increases to resolve the problems. This has not occurred. B & B Water simply notified their customers that the cost of water will be determined by your Commission per a rate hike proposal of 47.8%.

I ask that a public hearing be set so all interested parties can hear the reasons why this rate hike is needed and a determination is made that is fair and reasonable.

Thank you for your consideration.

Sincerely,


Denise A. Malayeri


Gerard P. Clerkin

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Sarah A. Carter- B&B Water Project 45810
Date: Tuesday, December 20, 2022 8:00:53 AM
Attachments: [OUCC Contact Form.pdf](#)

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

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Sarah A. Carter
Email: brummettscreek@gmail.com
Phone: (181) 325-3237
Address: 4707 n brummetts creek road

bloomington
IN
47408

Utilities: B & B Water Corp
Type of Inquiry: Case Comment

Comments: B&B's notice letter states no reason for the proposed rate increase of 47.8%. I pay \$27.38 for less than the minimum monthly amount of water: 3,000 gallons. I will now be charged over \$40 for the minimal amount of around 2,700 gallons of water a month. Why? This is a huge increase! I'm on a fixed income. This proposed increase comes on the heels of another, unannounced, increase, earlier this year.

From: [Tina Eason](#)
To: [B and B Water Project](#)
Cc: [UCC Consumer Info](#)
Subject: Tina Eason- B & B Water Project Cause No. 45810 U
Date: Wednesday, December 21, 2022 1:04:04 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,

This email is a follow-up to the B & B Water Project Board meeting that my husband and I attended last night. Per the request of the Board, I was instructed to send any questions and concerns via email.

- I questioned why the Board has not applied for any increases since 2016. Multiple small increases are much more palatable than trying to impose almost a 50% increase to customers at one time. I also suggested that they should consider spreading out their proposed rate increase over a 3-year period, which would be more acceptable than a one-time large rate increase.
- I asked how their rates compared to other municipalities of similar size. After returning from the meeting and finding the rates online for the City of Bloomington, I'm wondering how B & B can justify charging **more than double** what the residents of Bloomington are paying. I realize B & B is purchasing water from the City, but B & B's rates far exceed what the residents of the City are paying. Currently, B & B is **charging \$8.53 per thousand for the first 3,000 gallons in comparison to the City of Bloomington's rate of \$4.04 per thousand.** See chart below. If B & B's hefty increase is approved, they will be charging \$12.61 per thousand in comparison to the City of Bloomington's rate of \$4.03.

Utility Rates

Address

600 E Miller DR Bloomington IN 47401

Page last updated on August 3, 2022 at 10:16 am

Current rates effective as of January 2022

Water Monthly Usage And Fixed Charges

Customer Classification	Rate Per 1,000 Gallons	New Rate 8/1/2022	New Rate 1/1/2024
Residential	\$4.03 + 7% tax when applicable	\$4.04 + 7% tax when applicable	\$4.38 + 7% tax when applicable

- I suggested that they find ways to cut costs. It is very common nowadays that bills are ONLY available online, or by email versus sending via the USPS. I specifically asked for my bill to ONLY be sent via email. But if they are mailing invoices to the majority of their 1,800 customers, then that is a cost of over \$1,000 per month in postage alone, not including the paper and envelope.
- After attending the meeting, I was rather surprised to see how many sit on the Board. I am not quite understanding the need for 5 Directors in addition to the 4 officers. I realize they are not all on salary,

but I'm not understanding the need for this many directors. Are the directors each assigned to a district? If so, I am not aware of who my director is and what they can do for me.

- I'm all for updated infrastructure providing it will improve efficiencies. However, if one of your biggest issues is "lost water" mostly due to old outdated meters that are under-registering the proper gallons, as well as water leaks, then why wouldn't B & B first replace the old meters, and locate water leaks, which would then allow them to have accurate readings, thus allowing them to collect additional revenue? Seems like this could be a way of increasing revenue substantially.

We are fairly new customers of B & B. We just moved into our new home in May and have experienced what I would call very out-of-line bills. **My last electric bill was \$294.24 and my last water bill was \$252.71 for a family of 4. I'm not understanding how in the world my water bill can be almost as much as my electric bill! If the 47.8% increase was applied to my last water bill, my bill would have been \$347.68, which would have been MORE than my electric bill.** We also had issues with incorrect meter reads in April BEFORE we moved into our home. When B & B came out and did a manual read versus a Wi-Fi read, they found that our usage was way less than what they billed us for. They ended up adjusting our bill down to \$25.62 for less than 3,000 gallons instead of \$96.10 for 13,080 gallons per the bill that was sent to us. We installed lots of new landscaping in August and watering was a necessary evil for a while. I keep thinking every month that we will finally have a somewhat "normal" water bill, but that remains to be seen.

Thanks,



Tina Eason
Phone 317.313.4768
Fax 765.535.5020
tina@tcelectric.us

From: [Richard Martin](#)
To: [UCC Consumer Info](#)
Subject: Richard Martin- Rate increase application of B&B Water Inc.
Date: Wednesday, December 28, 2022 12:01:58 PM

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

Office of Utility Consumer Counselor,

Yesterday I sent a letter to IURC requesting a hearing about the rate increase request of B&B Water Inc. I believe a 47.5% "Across-the-Board" increase is excessive and not justified by the financial position, current rate and expenses of B&B Water Inc. That water company recently underwent a change in structure going from employee operated to using a contractor to perform operations. The timing of the rate increase coming at the end of the year during the holiday season made responding to the letter we received difficult. The 90+ page application is a challenge for average customers to understand and no reason for the increase is given other than the calculations in the application. Will we get better service, new facilities for water distribution, replacement of aging infrastructure? Why are directors paid so much when, after switching to a contractor to provide all services, they have little to do other than attend a meeting every month or so?

Please take a very critical examination of this rate request. While costs are increasing, in actuality they are increasing less than often reported in the press.

Cheers,
Richard Martin
3775 North Hinkle Road
Bloomington, Indiana 47408

From: [Glass, Donald B](#)
To: [UCC Consumer Info](#)
Subject: Donald B Glass- B&B Water Project rate increase request
Date: Sunday, January 1, 2023 1:32:23 PM

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

To: the Office of Utility Consumer Counselor; Indiana Utility Regulatory Commission

I am writing to express my disapproval of the 11/18/22 filing by the B&B Water Project, Inc. for a 47.8% rate increase. I am not categorically opposed to a rate hike—there was a modest one in August—but this one seems excessive. Its effects are amplified by the high inflation we are currently experiencing. With the excessively high prices of everything, an increase of over \$12.00 a month for water is adding insult to injury. This could quite likely produce an unreasonable burden on those less able to afford such a steep increase. I am not requesting that the rate increase be categorically rejected by the IURC, but that it be reduced to a more reasonable amount.

Sincerely,

Don B. Glass
6460 N. Richardson Rd.
Unionville, IN 47468

STATE *of* INDIANA

INDIANA UTILITY REGULATORY COMMISSION
101 WEST WASHINGTON STREET, SUITE 1500 EAST
INDIANAPOLIS, INDIANA 46204-3419



www.in.gov/iurc
Office: (317) 232-2701
Facsimile: (317) 232-6758

APPLICATION OF B & B WATER)
PROJECT, INC. FOR A NEW SCHEDULE) CAUSE NO. 45810 U
OF RATES AND CHARGES FOR WATER)
SERVICE)

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") has caused the following entry to be made:

The parties are advised that the Secretary of the Commission received the attached correspondence regarding this proceeding.

IT IS SO ORDERED.

David E. Ziegner, Commissioner

Loraine L. Seyfried, Chief Administrative Law Judge

Date: January 3, 2023

Dear Secretary of the Indiana Utility Regulatory Commission,

I request a formal public hearing about the B & B Water proposed water rate increase.

It is completely unreasonable to propose practically a 50% increase of a vital utility that consumers can't survive without, such as water. It's not like a cable bill we could learn to get by without and opt out, or a cell phone bill where we can shop around for a better price. WE HAVE NO OTHER OPTIONS.

Had a proposal for a 20% increase been filed, a consumer may see that as acceptable. We are living through forty year high inflation, outlandish fuel and food prices, as well as rent hikes. Any utility company raising rates all at once by 50% can only be seen as gouging the consumers.

I ask that you consider the extreme situations middle and low income families are being forced into. People on fixed incomes have already had to choose between buying food, medications, heat, and rent, without now also seeing their reliable water company demanding an astronomical chunk as well.

Please reconsider this monumental
rate hike and come down to a
reasonable adjustment.

Thank you for your time,
Linda Robinson

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DEC 27 2022

INDIANA UTILITY REGULATORY COMMISSION

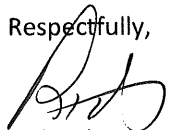
December 27, 2022

Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

To: Secretary of the Commission

Pursuant to a letter received several weeks ago, I request a public hearing regarding the Application of the B&B Water Inc. Utility Board for a rate increase filed on 11/18/2022. I believe a 47.8% "Across-the-Board" increase is excessive and not justified by the financial position, current rates and expenses of B&B Water Inc.

Respectfully,

A handwritten signature in black ink, appearing to read 'Richard Martin', is written over the word 'Respectfully,'.

Richard Martin
3775 North Hinkle Road
Bloomington, Indiana 47408

STATE of INDIANA

INDIANA UTILITY REGULATORY COMMISSION
101 WEST WASHINGTON STREET, SUITE 1500 EAST
INDIANAPOLIS, INDIANA 46204-3419



www.in.gov/iurc
Office: (317) 232-2701
Facsimile: (317) 232-6758

**APPLICATION OF B & B WATER)
PROJECT, INC. FOR A NEW SCHEDULE) CAUSE NO. 45810 U
OF RATES AND CHARGES FOR WATER)
SERVICE)**

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") has caused the following Entry to be made:

Please be advised that the Commission received the attached correspondence that addresses matters currently pending in this proceeding.

IT IS SO ORDERED.

David E. Ziegner, Commissioner

Loraine L. Seyfried, Chief Administrative Law Judge

Date: January 13, 2023

From: Schneider, Mary <mSchneider@urc.IN.gov>
Sent: Wednesday, January 11, 2023 2:55 PM
To: Galliher, Brian <Brian.Galliher@catalent.com>
Cc: Kosco, Dana K (URC) <DaKosco@urc.IN.gov>
Subject: RE: B&B Water Project Rate Increase

Mr. Galliher,

Thank you for contacting the Indiana Utility Regulatory Commission. Because I am no longer in the role of Secretary of the Commission, I am including the new Secretary in this response so that she may direct it to the appropriate department in the agency.

Sincerely,

Mary M. Schneider
Data & Reporting Manager, Pipeline Safety Division
Indiana Utility Regulatory Commission
101 West Washington Street, Suite 1500 East
Indianapolis, IN 46204
317-232-0037 Phone
317-495-5100 Cell
317-233-2410 Fax
mschneider@urc.in.gov



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From: Galliher, Brian <Brian.Galliher@catalent.com>
Sent: Wednesday, January 11, 2023 2:00 PM
To: Schneider, Mary <mSchneider@urc.IN.gov>
Subject: B&B Water Project Rate Increase

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

Hello- I received notice that the B&B water project in Monroe county has filed for a rate increase of ~47%. The proposed increase is egregious and shows that the utility itself is mismanaged. The current rates are already higher than other providers in Monroe county per the report published on your website. Money for maintenance, capital improvements, and obsolescence management should have been allocated from payments received to date. I object to any increase at all. Should the increase be approved I have no faith that the money will be managed appropriately to improve services in the long

term. I also advocate for a public hearing to discuss this. Unfortunately, there are no other options available in the area of the county that the B&B water project provides services. Thank you for reviewing my objection.

Brian Galliher

Principal Process Engineer

Catalent Biologics

1300 S Patterson Drive, Bloomington, IN 47403

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