

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

VERIFIED 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 SUB-)
DOCKETS 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

SUBMISSION OF REPORT ON COVID RESPONSE ACTIVITIES
ON BEHALF OF CITY OF EVANSVILLE

The City of Evansville, Indiana (“Evansville”) by counsel, submits information concerning accounts receivable aging required by the Commission’s June 29, 2020 Order in this Cause as follows:

45-60 days past due	852 customers	\$307,572.76
61-90 days past due	566 customers	\$270,387.02
91-120 days past due	474 customers	\$237,240.15
121+ days past due	848 customers	\$797,096.00

Evansville currently has 191 customers on active payment plans.

Evansville is complying with the Commission’s directions addressed to “jurisdictional utilities” as set forth in the June 29 Order. Evansville is offering extended payment arrangements and has notified customers as set forth in the attached.

Respectfully submitted,

By: /s/ Nicholas K. Kile
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Attorneys for City of Evansville, Indiana

CERTIFICATE OF SERVICE

The undersigned hereby certifies that the foregoing was served by electronic mail this 27th day of July, 2020, to the following:

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Richmond Power & Light Crawfordsville
Electric Power & Light Schererville
Water Dept.
Edwardsville Water Company
Marion Municipal Utilities Stucker
Fork Conservancy District Michigan
City Water Department Gibson
Water

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/s/ Nicholas K. Kile
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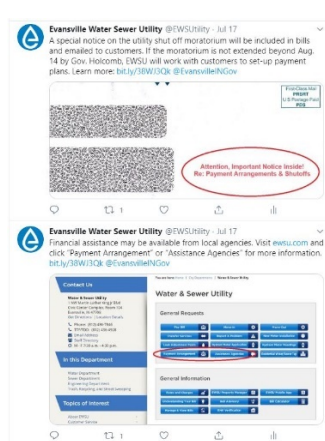
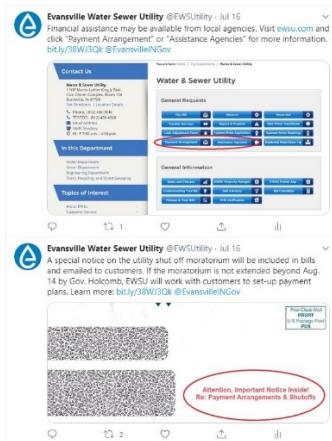
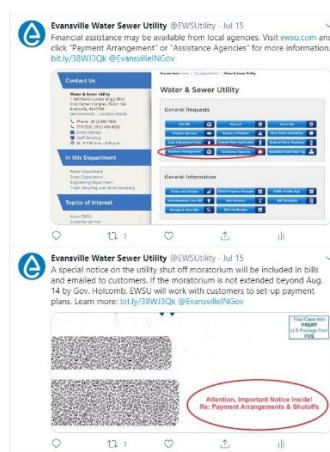
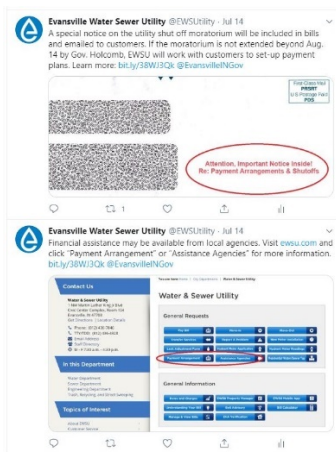
Update July 24, 2020

Shut Off Moratorium

News Media, Social Media, Community Outreach

Evansville Water and Sewer Utility (EWSU) continues to use social media platforms Facebook and Twitter to provide public updates on the utility shut off moratorium possibly ending August 14th and to encourage customers with delinquent accounts to make payment arrangements. EWSU is urging delinquent customers to use the utility's online service to schedule payment arrangements in advance of receiving a shut off notice, or to contact EWSU Customer Service by phone or email and a Customer Service Representative will work with them to setup a reasonable payment plan.

Twitter posts on July 14, 15, 16, 17 included the City of Evansville handle @EvansvilleINGov to reach a greater audience.



Facebook posts (2) have been shared by 24 “Friends” including Evansville Mayor Winnecke, Deputy Mayor Schaefer and numerous neighborhood associations to reach a greater audience. The July 7 post has remained pinned to the top of the page.

Evansville Water and Sewer Utility
Published by Ella Johnson-Watson [?] · July 7 · 🌟

Special Notice:
Look for a special notice in July utility bills. The EWSU Board voted to extend the moratorium on utility shut offs through August 14. That means there will be no utility shut offs until the shut off process resumes, giving delinquent customers time to prepare. If your account is in delinquent status, we encourage you to contact EWSU Customer Service to pay or make payment arrangements. The utility will work with you to extend payments at least six (6) months up to 12 months for extenuating circumstances. Payment arrangements made be made online at www.ewsu.com. Click “Payment Arrangement” under General Requests. Financial assistance may be available from local agencies. Click “Assistance Agencies” on the utility website or call EWSU Customer Service at 812-436-7846 for more information.

Evansville
WATER AND SEWER UTILITY
SPECIAL NOTICE

If you are a customer who is in delinquent status or have received a shutoff notice, the moratorium for shutoffs has been extended by Indiana Gov. Holcomb through August 14. The moratorium may or may not be extended again. If the moratorium is not extended, EWSU will resume its normal shutoff processes effective August 15.

Please pay close attention to the shutoff date on any delinquent notifications, and contact EWSU.

1,173 People Reached 96 Engagements [Boost Post](#)

Evansville Water and Sewer Utility
Published by Ella Johnson-Watson [?] · July 13 · 🌟

Special Notice on Utility Shut Off Moratorium
(July 13, 2020) - A special notice will soon begin arriving in Evansville Water and Sewer Utility (EWSU) bills informing customers that the moratorium on utility shut offs may end on August 14th, 2020 unless extended again by order of the Indiana Regulatory Commission and Gov. Holcomb. Customers who pay online will receive email notification. If you are a customer with a delinquent account, we encourage you to use EWSU online serv...
[See More](#)

Contact Us
Water & Sewer Utility
1 NW Martin Luther King Jr Blvd
Civic Center Complex, Room 104
Evansville, IN 47708
Get Directions | Location Details
Phone: (812) 436-7846
TTY/TDD: (812) 436-4928
Email Address
Staff Directory
M - F 7:30 a.m. - 4:30 p.m.

In this Department
Water Department
Sewer Department
Engineering Department
Trash, Recycling, and Street Sweeping

Topics of Interest
About EWSU
Customer Service

Water & Sewer Utility
General Requests
[Pay Bill](#) [Move-In](#) [Move-Out](#)
[Transfer Services](#) [Report a Problem](#) [New Water Installation](#)
[Lost/Altered Meter](#) [Request Meter Application](#) [Request Meter Readings](#)
[Payment Arrangement](#) [Assistance Agencies](#) [Residential Water/Sewer Tap](#)

General Information
[Rates and Charges](#) [Water Property Manager](#) [Water Mobile App](#)
[Understanding Your Bill](#) [Bill Advisory](#) [Bill Calculator](#)
[Manage & View Bills](#) [Link Verification](#)

714 People Reached 39 Engagements [Boost Post](#)
5 4 Shares

The Promise Zone sends notifications twice a week to approximately 1,700 users who have downloaded the Promise Zone app.

PROMISEZONE 2h ago

Special Notice on Utility Shut Off Moratorium
Financial assistance may be available through local agencies. For a list of community resources, go to www.ewsu.com and click “Assistance Agencies”. For more information call EWSU Customer Service at 81...
[1 more notification](#)

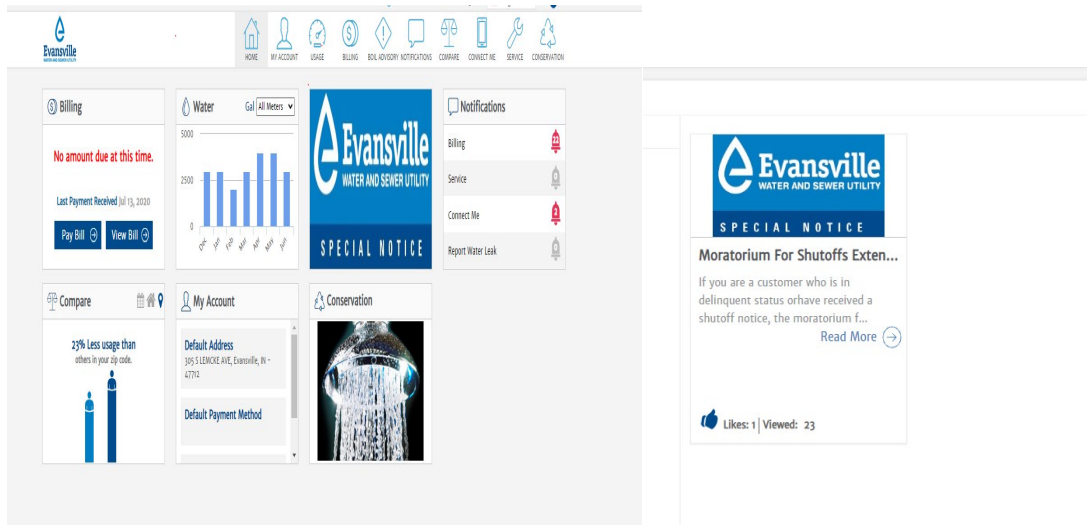
Press Conference planned for July 29, 2020 by Evansville Mayor Winnecke, EWSU Executive Director Allen Mounts and EWSU Assistant Director Daniel Claspell will provide another opportunity to notify the public about the shut off moratorium possibly ending August 14th and EWSU resuming the normal shut off process August 15th. Officials will explain the shut off process, encourage customers with delinquent accounts to make payment arrangement and offer resources for possible financial assistance, including the Water Bill Assistance Program that is a partnership between EWSU, the Community Action Program of Evansville, and HomeServe.


Bill Insert went out with July bills and printed for all 9 cycle billings.



If you are a customer who is in delinquent status or have received a shutoff notice, the moratorium for shutoffs has been extended by Indiana Gov. Holcomb through August 14. The moratorium may or may not be extended again. If the moratorium is not extended, EWSU will resume its normal shutoff processes effective August 15.

Special Notice upload in Customer Portal to notify all registered customers.






SPECIAL NOTICE

Moratorium

If you are a customer who is in delinquent status or have received a shutoff notice, the moratorium for shutoffs has been extended by Indiana Gov. Holcomb through August 14. The moratorium may or may not be extended again. If the moratorium is not extended, EWSU will resume its normal shutoff processes effective August 15.

Likes: 1 | Views: 1

Moratorium For Shutoffs Extended



SPECIAL NOTICE

Viewed: 24

If you are a customer who is in delinquent status or have received a shutoff notice, the moratorium for shutoffs has been extended by Indiana Gov. Holcomb through August 14. The moratorium may or may not be extended again. If the moratorium is not extended, EWSU will resume its normal shutoff processes effective August 15.

Please pay close attention to the shutoff date on