

FILED

DEC 29 2017

INDIANA UTILITY
REGULATORY COMMISSION

STATE of INDIANA



INDIANA UTILITY REGULATORY COMMISSION
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APPEAL BY JEFF REAM OF THE)
CONSUMER AFFAIRS DIVISION'S)
DECISION IN COMPLAINT 119639) CAUSE NO. 45022
CONCERNING THE PROVISION OF WATER)
SERVICE BY CITIZENS ENERGY GROUP)

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

On December 5, 2017, the Commission received written notice from Jeff Ream ("Appellant") appealing the November 30, 2017 decision of the Commission's Consumer Affairs Division ("CAD") regarding a complaint by Jeff Ream ("Complainant") against Citizen Energy Group ("Respondent"). Decisions made by the CAD with respect to complaints are subject to review by the Commission pursuant to Ind. Code § 8-1-2-34.5, 170 IAC 1-1.1-5 and 170 IAC 16-1.¹ This Cause was initiated for the purpose of conducting such review.

An individual consumer appealing a determination made by the CAD can represent him or herself before the Commission without using an attorney, also known as appearing *pro se*. However, because a *pro se* consumer is expected to follow the Commission's procedural rules as set out in 170 IAC 1-1.1, consultation with, or representation by, an attorney is encouraged. Additional resources may also be available through the Indiana Office of Utility Consumer Counselor.²

As this case is an appeal of an issue that was considered and decided by the CAD pursuant to Ind. Code § 8-1-2-34.5 and 170 IAC 1-1.1-5, a record of information upon which that decision was based already exists ("Record") and is available on the Commission's electronic document system.³ The Record consists of information supplied by the Complainant and Respondent and considered by the CAD in reaching its decision. Therefore, the Commission's review in this case

¹ The Indiana Code ("Ind. Code") and Indiana Administrative Code ("IAC") are available on-line at <http://www.in.gov/iurc/2657.htm>.

² The Indiana Office of Utility Consumer Counselor's website is <http://www.in.gov/oucc/>.

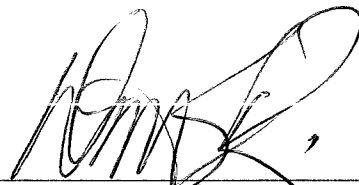
³ The Commission's Online Services Portal is available at <http://iurc.portal.in.gov/>. To access the Record and related documents, click on "Search for a Docketed Case," enter the Cause Number, and click "Search."

will be based on: (1) a review of the Record, and (2) consideration of any argument by the parties based on the existing Record.

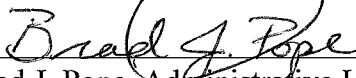
Each party shall have the opportunity to offer oral argument at a public hearing to begin on February 16, 2018, at 9:30 a.m., in Room 224 of the PNC Center, 101 West Washington Street, Indianapolis, Indiana. After the hearing, the Commission will issue a written decision based on the Record and any argument made by the parties at the hearing. If Appellant fails to appear at the time of the hearing, this case may be dismissed at the discretion of the Commission.

If the Appellant does not wish to appear and offer oral argument at an evidentiary hearing, Appellant shall notify the Commission on or before February 9, 2018. The Commission will then proceed to issue a written decision in this matter based on the Record.

IT IS SO ORDERED.



David E. Ziegner, Commissioner



Brad J. Pope, Administrative Law Judge

December 29, 2017

Date