

December 04, 2017

Indiana Utility Regulatory Commission  
101 W. Washington Street, Suite 1500E  
Indianapolis, IN 46204-3407

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DEC 05 2017

INDIANA UTILITY  
REGULATORY COMMISSION

Re: Complaint 119639; Ream V. Citizens Energy Group.

To whom it may concern,

We are contacting you appealing the decision rendered in the above referenced complaint. It seems as though several basis points have been misunderstood and misrepresented. Therefor we are asking for a hearing to review and discuss these unsubstantiated claims and decision. Please send us copies of any and all statutes, rules, orders and evidence that may pertain to this complaint, along with the date and time of the hearing.

Thank you for your understanding and cooperation.

Sincerely

Jeff Ream

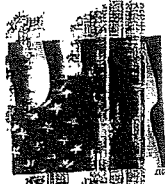
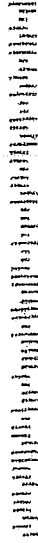
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46204-3407

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REGULATORY COMMISSION

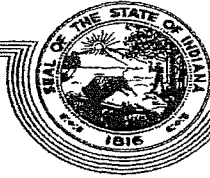
Indiana Utility Regulatory Commission  
101 W. Washington Street, Suite 1500E  
Indianapolis, IN 46204-3407

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INDIANAPOLIS, IN 46204-3407  
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# STATE OF 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) 232-6758

November 30, 2017

Jeff Ream  
6128 Broadway  
Indianapolis, IN 46220

Dear Mr. Ream,

Thank you for contacting the Indiana Utility Regulatory Commission's (Commission), Consumer Affairs Division (CAD) regarding Citizens Water. As you requested an appeal to the CAD Director, I have reviewed Complaint # 119639 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 Commission 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 E. Heline, at 317-232-2092 or [BHeline@urc.in.gov](mailto:BHeline@urc.in.gov).

Best Regards,

*Kenya McMillin*

Director, Consumer Affairs  
Indiana Utility Regulatory Commission  
101 W. Washington Street, Suite 1500 E  
Indianapolis, IN 46204  
1-800-851-4268 ext. 291  
[kmcmillin@urc.in.gov](mailto:kmcmillin@urc.in.gov)

## INDIANA UTILITY REGULATORY COMMISSION

### DIRECTOR REVIEW OF CONSUMER AFFAIRS DIVISION ANALYST'S RESOLUTION

Director Review# 2017-14

**To:** Jeff Ream  
6128 Broadway  
Indianapolis, IN 46220

**From:** Kenya McMillin  
Indiana Utility Regulatory Commission  
101 West Washington St., Suite 1500 E.  
Indianapolis, IN 46204

**Copy:** Citizens Water  
Attn: Susan Mikels & Rhonda Harper  
2020 N. Meridian St.  
Indianapolis, IN 46202

**Complaint 119639;** Jeff Ream vs. Citizens Water (Citizens)

Pursuant to 170 IAC 16-1-5, the Director 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, pursuant to the facts alleged in the complaint, the complaint is unsubstantiated regarding the utility's compliance with a statute, administrative rule or Commission Order governing the provision of utility services in the State of Indiana.

☐ That, pursuant to the facts alleged in the complaint, the complaint is substantiated regarding the utility's compliance with (cite statute, rule or Order) in that it \_\_\_\_\_

☐ Other \_\_\_\_\_

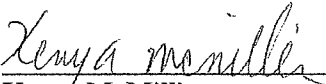
#### Conclusion:

Based on the information provided, the analyst's decision is affirmed. According to Mr. Jeff Ream, he purchased the property at 1436 W. Lynn Dr., Indianapolis, IN 46202 sometime around April 2011. Citizens' investigators found a jumper in the water pit on May 14, 2016, after receiving an order for new service from Mr. Ream. Citizens billed Mr. Ream for unauthorized usage from August 26, 2011 through May 13, 2016 for a total of \$2,711.32 (\$1455.28 Sewer plus \$1174.28 Water plus \$1.62 Tax). During this time period, there was no customer of record on file with Citizens. As the property owner, Mr. Ream would have reasonably benefited from the service. Rule 3.6 of Citizen's IURC approved tariff states Citizens may "bill and demand immediate payment from the Person benefiting from such device or scheme the actual costs of water used, corrections and repairs, or two hundred dollars (\$200), whichever is more." Therefore Citizens charged Mr. Ream in accordance to its tariff.

In addition to the \$2,711.32 unauthorized usage, there was additional consumption at the property, after the service was restored on May 19, 2016. The remaining balance after the service was restored was \$504.04. Mr. Ream mailed Citizens checks for \$500 and \$171.85 to satisfy the debt on the account.

Citizens' attorney notified Mr. Ream that any payment short of the full amount is not considered payment "in full."

Mr. Ream provided CAD a lease for a tenant that may have resided at the property from July 2014 through July 2015. The dates and the customer's name have been redacted. Citizens is willing to remove the charges from the time period listed on the lease, if Mr. Ream provides a lease that has not been redacted, the time of the lease is within the time period of the unauthorized usage, and he provides the customer's social security number. Mr. Ream has declined to provide the requested documentation and information. The CAD has not been provided any additional evidence that the service should be billed to a tenant of Mr. Ream. Therefore, Mr. Ream is responsible for the entire amount of the unauthorized usage and that remaining balance has been transferred to his current residence at 6128 Broadway Street, Indianapolis, IN 46220. As of November 15, 2017, Mr. Ream has a past due balance of \$860.43 at his current residence. In total, Mr. Ream owes \$4,075.79 for water service consumed at the W. Lynn and Broadway addresses.

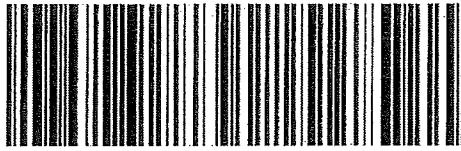


Kenya McMillin

Director, Consumer Affairs Division

Date: 11/30/17

INDIANA UTILITY REGULATORY COM  
101 W WASHINGTON ST  
INDIANAPOLIS, IN 46204-2764



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RETURN RECEIPT (ELECTRONIC)

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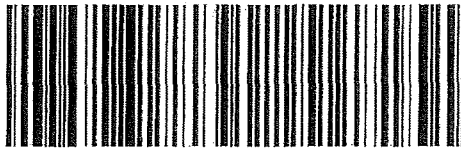
JEFF REAM  
6128 BROADWAY  
INDIANAPOLIS, IN 46220

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6"x9" ENVELOPE  
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INDIANA UTILITY REGULATORY COM  
101 W WASHINGTON ST  
INDIANAPOLIS, IN 46204-2764



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RETURN RECEIPT (ELECTRONIC)

119639

SUSAN MIKELS & RHONDA HARPER  
CITIZENS ENERGY GROUP  
2020 N. MERIDIAN STREET  
INDIANAPOLIS, IN 46202

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6x9" ENVELOPE  
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