

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:

Evansville currently has 2,512 customers who would be eligible for disconnection but for the moratorium. 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 15th day of July, 2020, to the following:

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/s/ Nicholas K. Kile
Nicholas K. Kile

Allen Mounts Request to the Utility Board Approval

Re: Extending shut-off moratorium, suspension of various fees and extended payment arrangement.

Board Meeting: 07-07-2020

On March 17, the Utility Board approved a moratorium on shut-offs. That moratorium was to remain in effect until the Utility Board determined that the risk levels associated with COVID 19 have lessened.

The moratorium remains in place and we do not need action to further to extend the moratorium.

On June 29th, the Indiana Utility Regulatory Commission issued Order 45377 prohibiting jurisdictional utilities from shutting off Utility service connections through August 14th and to refrain from collecting certain utility such as deposits, late fees and reconnection fees. The IURC also directed jurisdictional facilities to offer more flexible payments plans of at least 6 months. Finally, the IURC Order also urged all non-jurisdictional utilities to comply with the terms of the IURC Order.

The IURC Order was followed by the Governor's Executive Order 20-33 issued the following day on June 30 which recognized the IURC Order and which strongly urged all non-jurisdictional utilities in the state to follow the guidance of the IURC as set forth above regarding utility shut offs, fees and payment plans until August 14th.

After review with legal counsel, we believe the Evansville Water and Sewer Utility is NOT an IURC “jurisdictional utility” and that we are not bound by the IURC order. However, we believe we should follow the plea of the IURC and the Governor.

It is clear that the IURC Order and the Executive Order 20-33 has asked utilities like the EWSU to extend the moratorium for “no shut-offs” until August 14th. Today, we are requesting that Utility the Board affirms continuance of the previously board approved No Shut-off moratorium.

In addition, EWSU management is requesting that Utility Board authorizes management to:

1. Continue to refrain from collecting certain utility fees (defined as: late fees, convenience fees, deposits and reconnection fees).
2. Extending payment terms of at least six months for all delinquent customers.

Extending payment terms beyond six months but no more than twelve months for extenuating circumstances. For example, an unusually large water bill that resulted from a water leak that does not qualify for a leak adjustment per EWSU policy.

Board Approved above information on 07-07-2020

Communication Efforts

Shut Off Moratorium

News Media, Social Media, Community Outreach

June 24, 2020 (WEHT/WTWV – TV & Online)

<https://www.tristatehomepage.com/news/local-news/evansville-organizations-prepare-for-lift-of-moratorium/>

Evansville organizations prepare for lift of moratorium

EVANSVILLE, Ind. (WEHT)- During his daily briefing Wednesday, Indiana Governor Eric Holcomb says he plans to extend the moratorium on evictions through July. But the moratorium on utility shutoffs is still under consideration.

Local organizations have been working to figure out how many people will be impacted when the moratoriums are lifted.

The extension of the moratorium puts organizations like Aurora in a better position to gather money to help.

"It is my understanding that a ballpark number that we have heard has been approximately 2500 or more," Zac Heronemus says.

Allen Mounts with the Evansville Water and Sewer Utility says they have identified the number of people at risk, "there are a little over 2000 people that are at risk of shut off."

Just a fraction of the people the Evansville water and sewer utility company serves.

"We have about 63,000 metered customers. About 95% of those are residential customers," Mounts explains.

Aurora is one of the organizations trying to keep people in their homes.

Zac Heronemus, the executive director, tells us they've received grant money from various resources. Specifically, from the Department of Metropolitan Development.

"About \$349,000. Most of that which would be provided for rental and utility assistance for those individuals, those individuals, those families that have been affected by COVID, and do you need that rental and utility assistance." He says they're working to secure more and expect the total to be around one point seven million dollars. Heronemus tells us they estimate around 2500 families need assistance but right now there's just not enough money to help them all. They're working to change that.

"We're thinking that at minimum and it could be low approximately \$3200-\$3500 per family that has been negatively impacted," Heronemus says. "\$1.7 million is approximately about 550 families that we would be able to help."

Holcomb also announced the start of a rent assistance program for those impacted by COVID-19. The program will provide up to \$500 per month for households unable to pay rent due to the pandemic.

June 29, 2020 (Courier & Press – Print & Online)

<https://www.courierpress.com/story/news/local/2020/06/29/halt-utility-disconnections-extended-another-45-days/3280843001/>

Utility commission extends pause on disconnections another 45 days because of COVID-19

EVANSVILLE, Ind. — Citing the continuing statewide impact of COVID-19, the Indiana Utility Regulatory Commission on Monday extended the moratorium on customer disconnections another 45 days.

Gov. Eric Holcomb's executive order pausing service disconnections because of the economic impact of the pandemic was set to expire at the end of July 1.

The commission's order extends the deadline through Aug. 14.

This may be good news for area residents who have fallen behind on utility bills after losing employment because of Indiana's stay-at-home order, which was meant to slow the spread of the novel coronavirus causing COVID-19. Those restrictions began in mid-March and are set to expire July 4.

"We have seen a tremendous increase in people seeking energy assistance since it (COVID-19) began," said Cynthia Balde, who administers the energy assistance program for the Community Action Program of Evansville.

Vectren plan emphasizes solar, wind power but keeps some coal, natural gas

From February through April, Vectren experienced an 85 percent increase in the number of its customers 60 days or more behind on paying their energy bills, said Natalie Hedde, a Vectren spokeswoman.

At the same time, there was a 6 percent reduction in payment transactions, Hedde said, indicating an increase in customers who made no payments at all.

The number of utility disconnection notices sent out every month by the Evansville Water & Sewer Utility has nearly tripled. Director Allen Mounts said it has increased from about 800 to 2,300 a month.

Both Vectren and EWSU have temporarily halted disconnections during the pandemic crisis.

Hedde noted that Vectren suspended disconnections in March before the governor's order and even reconnected some customers who had recently been shut off. The utility has been encouraging customers to practice energy conservation to help keep bills lower and has worked with individual customers to find assistance and make payment plans — so that when the moratorium does end, customers are not suddenly scrambling to pay huge bills.

"We are proactively communicating with customers through outbound call campaigns, email, social media and bill messaging to ensure customers know how to take advantage of the multiple assistance options," she said. "We will continue partnering with our customers on an individual basis now and when the moratorium is lifted, regardless of when that ultimate date will be."

She said because individual financial circumstance may vary, it is important for customers to contact Vectren to work out which assistance options may be the best fit, whether it is Energy Assistance funding or township trustee assistance or other help.

Monday's order from the utility commission also denied a request by some Indiana utility companies, including Vectren, to adjust their rates to recover lost revenue from the pandemic.

Although Vectren was among the utilities petitioning the IURC for authority to seek recovery of lost revenues due to COVID-19, Hedde said the energy company never intended to do so.

"Vectren was not going to pursue it even if it would have been allowed," she said.

The EWSU also has been working with customers to arrange payment plans, allowing payments to be spread out over three months, Mounts said, and also find financial assistance.

The moratorium applies to all customers of state-regulated utilities, including water and sewer as well as electric and natural gas companies, said Stephanie Hodgin, IURC spokeswoman.

However, while the commission regulates Evansville Water & Sewer rates, customer service rules and regulations, which includes service disconnections, are not part of the IURC's jurisdiction, Hodgin said. But she said the commission's order encourages all utilities to consider implementing the practices in the order, given the statewide impact of COVID-19.

Mounts said he will recommend the utility board approve the changes necessary to follow the IURC's guidance and continue suspending disconnections.

One source of financial help for water customers comes from funding provided through EWSU's contract with Home Serve — a for-profit company which sells water and sewer line protection plans.

Evansville Water & Sewer receives 10 percent of the Home Serve profits, Mounts said, and puts it all into funding to provide assistance to low-income customers. He said EWSU has been able to set aside more than \$100,000 for such help so far this year. One source of help for energy bills is the Community Action Program of Evansville (CAPE), which distributes state energy assistance funding to Vanderburgh, Posey and Gibson county residents based on household income.

CAPE also is distributing gas and electric bill assistance funds received through the federal CARES Act, which was passed in March to ease the economic downtown caused by the pandemic.

Households can contact CAPE Energy Assistance staff at 812-492-3928.

July 1, 2020 (WFIE – TV & Online)

<https://www.14news.com/2020/07/02/ewsu-moratorium-shutoffs-extended-through-aug/>

EWSU moratorium for shutoffs extended through Aug. 12

By Keaton Eberly | July 1, 2020 at 11:54 PM CDT - Updated July 1 at 11:54 PM

EVANSVILLE, Ind. (WFIE) - The Evansville Water and Sewer Utility wants to remind Hoosiers the moratorium for shut offs has been extended through August 14.

This extension was made by Indiana Gov. Eric Holcomb. Although the moratorium could be extended again in the future, EWSU says it will resume normal shut off protocol on August 15.

For more information, visit EWSU's official website and click "Payment Arrangement" under General Requests, or call EWSU Customer Service at 812-436-7846.

July 2, 2020 (msn.com/provided by WFIE-TV)

<https://www.msn.com/en-us/news/politics/ewsu-moratorium-for-shutoffs-extended-through-aug-12/ar-BB16eRba>

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For more information, visit [EWSU's official website](#) and click "Payment Arrangement" under General Requests, or call EWSU Customer Service at 812-436-7846.

July 7, 2020 (WFIE – TV & Online)

<https://www.tristatehomepage.com/news/local-news/ewsu-extends-shutoff-moratorium/>

EWSU extends shutoff moratorium

EVANSVILLE, Ind. (WEHT) — Evansville’s Water and Sewer Utility Board approved extending shut offs until August 14.

The collection of deposits and other fees are also suspended until then. The moratorium was supposed to expire at the end of June.

“[At] Any given time, about 800 customers could receive a shutoff notice, [but] not necessarily all at once. But also, about two thirds of those pay their bill and avoid a shutoff from occurring. That number has increased, the last report I had, to about 2,400. So [there’s been] a substantial increase in the number,” utility department director Allen Mounts said.

Mounts encourages customers to go ahead and set up payment plans now and not to wait for a shutoff notice.

EWSU will start to shut off water services on August 15th if bills are not paid or payment plans are not in place.

For the latest breaking news and stories from across the Tri-State, follow Eyewitness News on Facebook and Twitter.

(This story was originally published on July 7, 2020)

July 7, 2020 (WEHT/WTWV – TV & Online)

<https://www.newsbreak.com/indiana/evansville/news/0PXnkODQ/ewsu-extends-shutoff-moratorium>

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July 7, 2020 (Courier & Press – Print & Online)

<https://www.courierpress.com/story/news/2020/07/07/evansville-water-sewer-utility-extends-ban-disconnections/5392798002/>

Evansville Water & Sewer Utility extends no-shutoff period through Aug. 14

The Evansville Water & Sewer Utility board affirmed Tuesday it will comply with state directives to not disconnect any customers until Aug. 14.

The moratorium was put in place in mid-March, as the coronavirus pandemic took root and job losses mounted.

Indiana Gov. Eric Holcomb's original order pausing shutoffs expired July 1; the Indiana Utility Regulatory Commission recently extended it another 45 days.

Evansville's utility isn't necessarily bound by that order, but the board on Tuesday agreed with Director Allen Mounts request to keep the moratorium in place through Aug. 14. The vote was 5-0.

Additionally, the EWSU will follow state guidance in offering delinquent customers flexible payment plans of up to 6 months. For extenuating circumstances, such an unusually large bill caused by a leak, payment plans may stretch to a year.

July 13, 2020 (EWSU News Release)

*Sent to 115 contacts including all local news media and neighborhood association leaders. Info. also posted online at www.evansville.in.gov and www.ewsu.com and shared on Facebook, Twitter and Nextdoor.com)

*Link to news release on city website & ewsu.com:

<https://www.evansvillegov.org/egov/apps/document/center.egov?view=item;id=6378>

(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 August 14th, 2020 unless extended again by order of the Indiana Regulatory Commission and Gov. Holcomb. If the moratorium is not extended, EWSU will resume the shut off process on August 15th.

The EWSU Board voted last week to authorize the utility to extend payment terms from three (3) month to at least six (6) months. Payment terms may be extended up to 12 months for extenuating circumstances. In addition, the board voted to continue deferring the collecting of late fees, convenience fees, deposits and reconnection fees while the moratorium remains in effect.

If a customer has an account in delinquent status, they are encouraged to use EWSU online services to make payment or request payment arrangements. Visit www.ewsu.com and click "Payment Arrangement" under General Requests. EWSU Customer Service will work with customers to set-up extended payment plans.

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 812-436-7846 or send an email to: EWSUCustomerService@ewsu.com.

July 13, 2020 (WFIE – TV & Online)

<https://www.14news.com/2020/07/13/ewsu-reminds-customers-moratorium-shut-offs-ends-august/>

EWSU reminds customers the moratorium on shut-offs ends August 14

EVANSVILLE, Ind. (WFIE) - The Evansville Water and Sewer Utility want to remind customers that the moratorium on utility shut-offs end August 14.

They say notifications will be sent out.

They are asking customers with an overdue account to go to the EWSU website or contact customer service at 812-436-7846 to make payments or request payment arrangements.

July 14, 2020 (WEVV – TV & Online)

<https://44news.wevv.com/pause-evansville-water-sewer-utility-shutoffs-ends-august/>

Pause on Evansville Water Sewer Utility Shutoffs Ends in August

Evansville Water Sewer Utility (EWSU) is reminding customers that the halt on utility shutoffs will end next month.

EWSU says a special notice will soon begin arriving in its bills, informing customers that the moratorium on utility shutoffs may end on Aug 14, unless extended again by order of the Indiana Regulatory Commission and Gov. Holcomb. EWSU customers who pay their bill online will receive an email notification. If the moratorium on shutoffs isn't extended, EWSU will resume the shutoff process on Aug 15.

Last week, the EWSU board voted to authorize the utility to extend payment terms from three months to at least six months. Payment terms may be extended up to 12 months for extenuating circumstances.

Additionally, the board voted to continue deferring the collection of late fees, convenience fees, deposits and reconnection fees while the pause on shutoffs remains in effect.

Financial assistance may be available.

Community resources can be found [HERE](#).

More information can also be obtained by calling EWSU Customer Service at 812-436-7846.

July 14, 2020 (City-County Observer – Print & Online)

<https://city-countyobserver.com/special-notice-on-utility-shut-off-moratorium/>

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July 14, 2020 (Newsbreak.com/provided by City-County Observer)

<https://www.newsbreak.com/indiana/evansville/news/0PbFUcRs/special-notice-on-utility-shut-off-moratorium>

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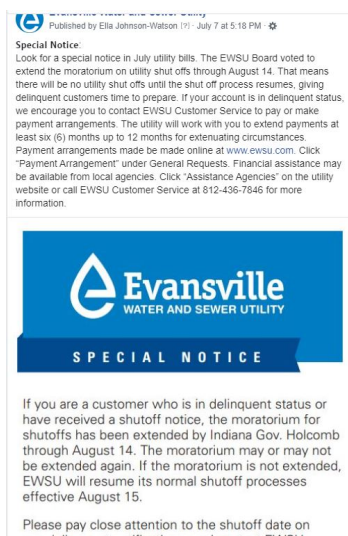
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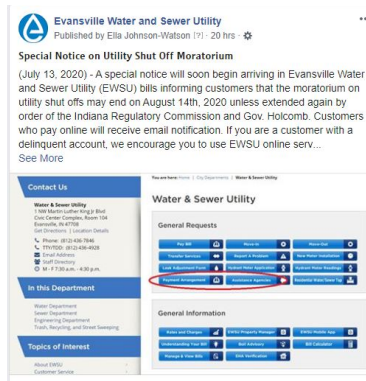
Financial assistance may be available through local agencies. For a list of community resources, go to www.ewsu.com and click “**Assistance Agencies**”. For more information call EWSU Customer Service at 812-436-7846 or send an email to: EWSUCustomerService@ewsu.com.

Facebook Posts (Evansville Water and Sewer FB Page)

July 7, 2020



July 13, 3030



Twitter (@EWSUtility Tweets and Retweets)

July 8



July 6 (Multi-Part tweet)



[Evansville Water Sewer Utility](#)

[@EWSUtility](#)

[Jul 6](#)

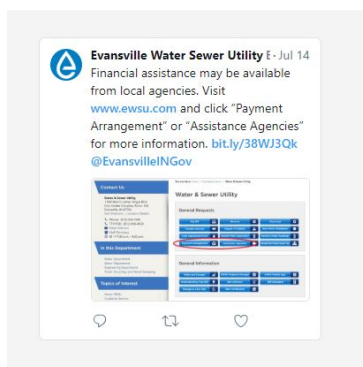
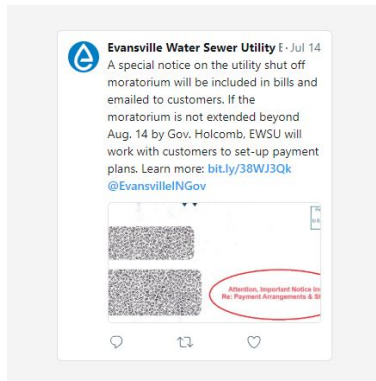
If you are a customer who is in delinquent status or have received a shutoff notice, the moratorium for shut offs has been extended by Indiana Gov. Holcomb through August 14th. [@EvansvilleINGov](#)

The moratorium may or may not be extended again. If the moratorium is not extended, EWSU will resume its normal shut off processes effective August 15th. [@EvansvilleINGov](#)

Please pay close attention to the shut off date on any delinquent notifications, and contact EWSU Customer Service to pay your bill or make payment arrangements. @EvansvilleINGov

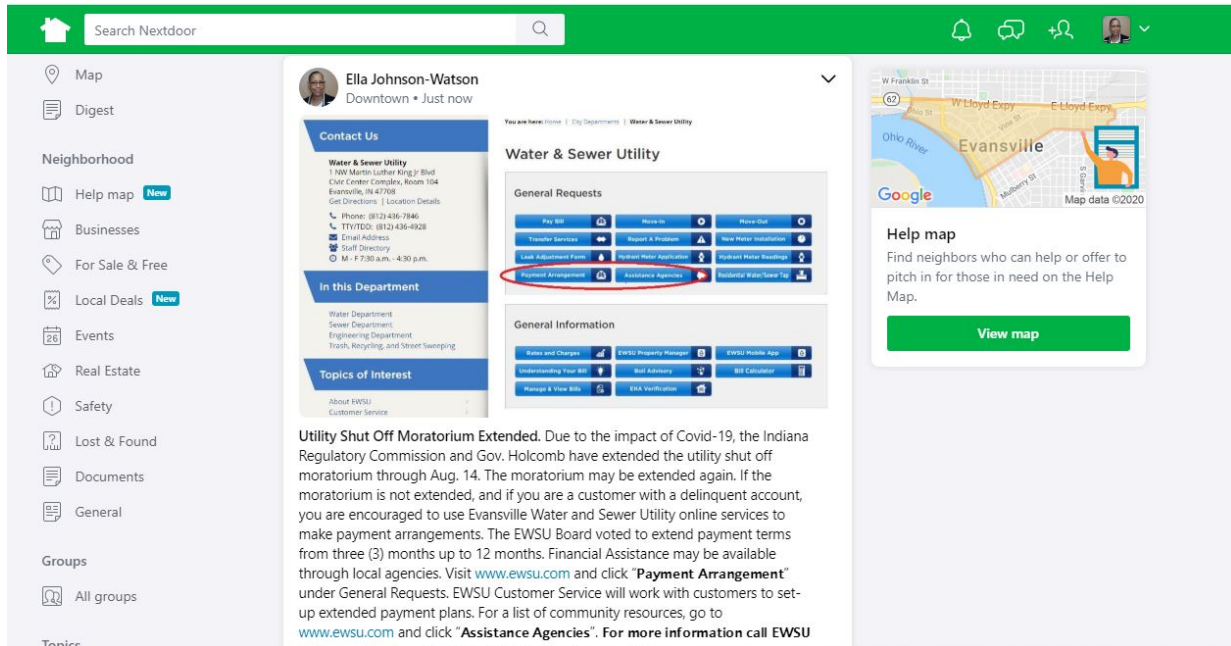
If you would like to make payment arrangements prior to the shut off date, please go online to <http://ewsu.com> and click "Payment Arrangement" under General Requests or call EWSU Customer Service at 812-436-7846. [@EvansvilleINGov](#)

July 14, 15, 16, 17 (Scheduled 2-Part Tweet)




Post on Nextdoor.com

The post was shared with 4.067 registered users representing 37 Evansville neighborhoods



Our Times Newspaper

Half-Page Color Special Notice ad in the July 19th edition (newspaper published every two weeks)



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 Customer Service to pay your bill or make payment arrangements. If you would like to make payment arrangements prior to the shutoff date, please go online to www.ewsu.com and click the "Payment Arrangement" tab under General Requests or call EWSU Customer Service at 812-436-7846.

Financial assistance may be available from local agencies. For more info contact EWSU Customer Service at 812-436-7846.

Evansville Water and Sewer Utility

Evansville Water and Sewer Utility is a public utility that provides water and sewer services to the City of Evansville, Indiana. The utility is responsible for the collection, treatment, and distribution of water and sewerage. It also manages the city's water and sewer infrastructure, including pipes, pumps, and treatment plants. The utility is committed to providing high-quality service to its customers and to protecting the environment.

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QUESTIONS?

✉ EWSUCustomerService@ewsu.com

☎ (812) 436-7846

Social service agencies that have agreed to help raise awareness

United Way of Southwest Indiana

Info to be added to the Covid-19 Community Resource Guide

<https://unitedwayswi.org/covid-19/>

Habitat for Humanity of Evansville

Habitat will share the information with homeowners

Evansville Housing Authority

EHA will share the info with residents who receive Section 8 housing vouchers and pay their utility bill

Promise Zone

Info. will be shared with approx. 1,700 people who have downloaded the app through push email notification

Echo Housing

The Special Notice will be posted at ECHO offices, shared with ECHO housing residents and posted on the ECHOhousing.org website