

**FILED**  
December 12, 2024  
INDIANA UTILITY  
REGULATORY COMMISSION

**STATE OF INDIANA**

**INDIANA UTILITY REGULATORY COMMISSION**

**APPLICATION OF PLEASANTVIEW )  
UTILITIES, INC. FOR A NEW SCHEDULE )  
OF RATES AND CHARGES FOR ) CAUSE NO. 46122-U  
WASTEWATER SERVICE )**

**PUBLIC'S EXHIBIT NO. 5**

**CONSUMER COMMENTS**

**COMPILED BY**

**THE INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR**

**December 12, 2024**

**From:** [Wharris3704](#)  
**To:** [UCC Consumer Info](#)  
**Subject:** Wayne Harris - Indiana Pleasantview Utilities Inc. Increase  
**Date:** Tuesday, December 10, 2024 8:25:55 PM

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**EXTERNAL EMAIL:** This email was sent from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

To whom it may concern,

A 56.70% sudden increase across the board (water and sewage) is way out of line.

The city of Connersville had a 5% increase but that includes water sewage and trash. Trash isn't included with our utilities in Pleasantview. If you want trash pickup in Pleasantview you have to go through a separate company.

Matt Shreck has falsely accused us of being late on our utility bill three different times since we moved here in 10-2015. I had to make a copy of the front and back of my personal checks and mail to him for proof that our bills had been paid in full and on time each time. As time has gone by I have found out that several senior citizens in Pleasantview have also received past due notices. Everyone I talked to, (all senior citizens) do not have a printer to print out a copy of their checks to prove that their bill was paid in time, so they would pay the bill again with penalties. I know it is the individual customer's responsibly to prove that their bill was paid on time but it sure seems odd that so many people in Pleasantview are hit with late notices on a regular bases.

Matt had our driveway dug up to fix a water leak that covered the meter. It took over 6 months to have the 6x3 ft hole refilled with concrete. I had to continuously call Matt and finally went to his office at the Health Department to get the job done. That is unacceptable. One last complaint. We have very low water pressure.

Wayne Harris  
870 Hannahs Ct  
Lot 200  
Connersville, IN 47331

**From:** [Dana White](#)  
**To:** [UCC Consumer Info](#)  
**Subject:** Dana White - Pleasant View Utilities, Inc. proposed rate increase  
**Date:** Monday, September 23, 2024 7:39:57 PM

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My name is Dana White and I am a resident in the Pleasant View subdivision in Connersville, IN. I have lived in my home for 30 years. I am a senior single woman that still works trying to keep up with all my expenses. I received a letter from Pleasant View Utilities today stating that they have proposed a 56% rate increase on our water bill. WHY??? This request should not be accepted because that amount of increase is greed and we all here are already struggling with this economy. Please help us?

Dana White

[Yahoo Mail: Search, Organize, Conquer](#)

**From:** [Jackie Church](#)  
**To:** [UCC Consumer Info](#)  
**Subject:** Jackie Church - Pleasantview Utilities  
**Date:** Sunday, September 29, 2024 7:28:26 PM

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As a resident of Pleasantview for 49 years, it seems that the proposed rate hike is a little much. I would very much like to see an opening discussion with the utilities to find out where the expenses are that would warrant such an increase. To date I don't believe there have been any improvement to services that would warrant such a major increase. I believe there is a petition, which I have not been able to sign, circulating to ask for a hearing to hear the reasons for such a large increase.

Please consider this request.

Kenneth & Jackie Church

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**From:** [noreply@in.accessgov.com](mailto:noreply@in.accessgov.com)  
**To:** [UCC Consumer Info](#)  
**Subject:** Kurt Walker - Form Submission - OUCC Contact Form: Kurt Walker  
**Date:** Wednesday, September 25, 2024 4:05:19 AM

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

Title:

Name: Kurt Walker

Email: [legatekurticus@hotmail.com](mailto:legatekurticus@hotmail.com)

Phone: (812) 391-4320

Address: 3384 West Starlight Drive

Connersville

IN

47331

Utilities: PLEASANTVIEW UTILITIES, INC.

Type of Inquiry: Case Comment

Comments: Pleasantview Utilities is the only source of water and wastewater removal in our location of Pleasantview. We have no other alternatives and for them to, in no other words, take advantage of this situation by increasing our rates by 56.7% and 55.57%, respectively, provides a great disservice to their customers. We have no other alternatives to select from and would be forced to pay their suggested service charge which, quite frankly, is a drastic increase. I implore the IURC to take Pleasantview Utilities, Inc.'s virtual monopoly on water and wastewater into consideration as they decide whether or not to approve such an increase.

**From:** [Sarah Lacy](#)  
**To:** [UCC Consumer Info](#)  
**Subject:** Sarah Lacy - Pleasant view utilities  
**Date:** Friday, September 27, 2024 9:20:21 AM

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**EXTERNAL EMAIL:** This email was sent from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

I, as well as all of my neighbors, have received a letter stating that our water bill is going to go up 56%! I already struggle to pay what I do every month. 56% is absolutely ridiculous! I wanted to voice my concerns and let it be known that I DO NOT agree with this. I believe that our water bill is already high as it is. Please consider doing away with this increase in our bill! We are all struggling as it is! I can't imagine paying any more than I already do.

September 26<sup>th</sup>, 2024

## **REQUEST FOR FORMAL PUBLIC HEARING**

This letter is to address the notice given to Pleasantview Utilities Inc. customers in regards to a recent notice of a proposal to increase the rate of water charges. As per the notice received, “a written, signed request for a formal hearing must be submitted to the Secretary of the Commission, Indiana Utility Regulatory Commission within forty (40) days after the date of the application was filed with the IURC and declared complete”. We received this notice on September 24<sup>th</sup>, 2024. The owner filed for this application on September, 12, 2024 with the intention to raise our monthly water expenses by 55.57% - 56.70%, and was stated to be “Across-the-Board”. We, as a community, have put together a petition with names, addresses and phone numbers. Each signature represents a resident, corporation or association with a complaint against this outrageous spike in water charges. We all request that a hearing be held with the objective of putting a stop to increasing this specific water rate by 55.57% - 56.70%. We appreciate you taking the time to read this request, and we hope that this matter is taken seriously as it effects an entire neighborhood of customers and good people.

Sincerely,



Petition Signature Form

Full Name:	Phone Number:	Address:	Signature:
Wendy Cox	765-309-2052	3272 W. Serenity	Wendy Cox
Cameron Waddell	765-338-8492	3521 W Serenity	Cameron Waddell
Joseph Ellwood	765-265-1964	3586 W Serenity	Joseph Ellwood
Donna Harris	702-738-5720	870 Hannah's Ct	Donna Harris
Robert Biens	765-309-4805	3544 W. Serenity	Robert Biens
Pauline Limbrock	765-821-1657	3449 W Starlight Dr	Pauline Limbrock
Emily Boyd	765-338-9909	3351 W. Starlight Dr.	Emily Boyd
Angie Asbury	765-698-6612	3331 W Starlight	Angie Asbury
Dempsey Asbury	767-698-8076	3331 W Starlight	Dempsey Asbury
Austin Bromer	765-309-6114	3325 W Starlight	Austin Bromer
Paul Woytik	765-265-7392	3358 W Harmony Parkway	Paul Woytik
Wayne Robinson	821-1666	3358 Harmony Parkway	Wayne Robinson
David D. Lan	765-265-5323	3362 W Starlight	David D. Lan
Debbie Tate	765-338-6623	880 Hannah's Ct	Debbie Tate
Scott Isaacs	765-265-2256	3642 W Serenity Pkwy	Scott Isaacs
Jeremy Steele	698-8863	3677 West Starlight	Jeremy Steele
Alice M. Glover	765-825-0139	3687 W. Serenity	Alice M. Glover
Kaitlin Craig	765-570-2013	3736 W. Serenity	Kaitlin Craig
Jennifer Linger	765-265-2641	3456 W Harmony Parkway	Jennifer Linger
Brenda Stalder	765-825-2607	885 S.R. 350W	Brenda Stalder
Wendy Davis	812-604-0481	3557 W Serenity Parkway	Wendy Davis
Brittany Swango	765-541-8037	300 W. Serenity Parkway	Brittany Swango
Sarah Lacy	765-265-5180	3346 W. Starlight Dr.	Sarah Lacy

Thank You!

09/26/2024



lop

**Indiana Utility Regulatory Commission Public Field Hearing**

**Pleasantview Utilities Rates - Cause Number 46122-U and 46123-U**

**If you would like to speak tonight, complete this form and return it to the OUCC table.**

*(Please print)*

NAME Jackie Church

PHONE NUMBER OR EMAIL 765-309-5717

CITY & ZIP CODE Commerce In 47331

Are you a customer of this utility? *(circle one)*  YES NO

Do you wish to speak or provide written comments? *(circle one)*  SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

SIGNATURE Jackie Church DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

OFFICIAL  
EXHIBITS

IURC  
PUBLIC'S  
EXHIBIT NO. FH-1  
12-10-24  
DATE  
REPORTER AT

*You may continue your comments on the back of this sheet or attach them.*

**You may also send comments to the OUCC at:**  
Indiana Office of Utility Consumer Counselor  
115 W. Washington St., Suite 1500 South  
Indianapolis, IN 46204

**web:** [www.IN.gov/OUCC](http://www.IN.gov/OUCC)  
**email:** [uccinfo@oucc.IN.gov](mailto:uccinfo@oucc.IN.gov)



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**Indiana Utility Regulatory Commission Public Field Hearing**

**Pleasantview Utilities Rates - Cause Number 46122-U and 46123-U**

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*(Please print)*

NAME DAVID O. LAY

PHONE NUMBER OR EMAIL 765-245-5323


CITY & ZIP CODE 47337

Are you a customer of this utility? *(circle one)*  YES  NO

Do you wish to speak or provide written comments? *(circle one)*  SPEAK  WRITTEN  BOTH

If you are representing any firm or organization, please provide the name:

\_\_\_\_\_

SIGNATURE  DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

***You may continue your comments on the back of this sheet or attach them.***

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**Pleasantview Utilities Rates - Cause Number 46122-U and 46123-U**

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*(Please print)*

NAME JACK FUSSNER

PHONE NUMBER OR EMAIL 765-309-3245

CITY & ZIP CODE 47331 COVINGTONS VILLAGE IN

Are you a customer of this utility? (*circle one*)  YES  NO

Do you wish to speak or provide written comments? (*circle one*) SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

\_\_\_\_\_

SIGNATURE Jack L. Fussner DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

***You may continue your comments on the back of this sheet or attach them.***

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**Indiana Utility Regulatory Commission Public Field Hearing**

**Pleasantview Utilities Rates - Cause Number 46122-U and 46123-U**

**If you would like to speak tonight, complete this form and return it to the OUCC table.**

*(Please print)*

NAME Dana White

PHONE NUMBER OR EMAIL 765-265-5307

CITY & ZIP CODE Connersville, IN 47331

Are you a customer of this utility? *(circle one)*  YES  NO

Do you wish to speak or provide written comments? *(circle one)*  SPEAK  WRITTEN  BOTH

If you are representing any firm or organization, please provide the name:

\_\_\_\_\_  
SIGNATURE Dana White DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

***You may continue your comments on the back of this sheet or attach them.***

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*(Please print)*

NAME Cameron Waddell

PHONE NUMBER OR EMAIL 765 338 8992

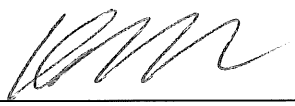
CITY & ZIP CODE Connersville 47331

Are you a customer of this utility? (*circle one*)  YES NO

Do you wish to speak or provide written comments? (*circle one*) SPEAK WRITTEN  BOTH

If you are representing any firm or organization, please provide the name:

\_\_\_\_\_

SIGNATURE  DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

*All we want from this hearing...*

***You may continue your comments on the back of this sheet or attach them.***

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**Pleasantview Utilities Rates - Cause Number 46122-U and 46123-U**

**If you would like to speak tonight, complete this form and return it to the OUCC table.**

*(Please print)*

NAME Robert & Stacy Bivens  
PHONE NUMBER OR EMAIL 765-309-6205 bbivens3@icloud  
CITY & ZIP CODE Connersville IN 47331

Are you a customer of this utility? *(circle one)*  YES  NO

Do you wish to speak or provide written comments? *(circle one)*  SPEAK  WRITTEN  BOTH

If you are representing any firm or organization, please provide the name:

SIGNATURE Robert & Stacy Bivens DATE 12/10/2024

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**If you would like to speak tonight, complete this form and return it to the OUCC table.**

*(Please print)*

NAME Randy Hicks

PHONE NUMBER OR EMAIL 317-403-7881

CITY & ZIP CODE Connersville 47331

Are you a customer of this utility? (*circle one*)  YES NO

Do you wish to speak or provide written comments? (*circle one*) SPEAK  WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

No

SIGNATURE Randy Hicks DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

*You may continue your comments on the back of this sheet or attach them.*

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*(Please print)*

NAME Wayne E Harris

PHONE NUMBER OR EMAIL 702-738-5713

CITY & ZIP CODE Cannonsville IN. 47331

Are you a customer of this utility? *(circle one)*  YES NO

Do you wish to speak or provide written comments? *(circle one)* SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

SIGNATURE Wayne E Harris DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

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If you would like to speak tonight, complete this form and return it to the OUCC table.

(Please print)

NAME Thomas Barrett Jennifer + Thomas

PHONE NUMBER OR EMAIL \_\_\_\_\_

CITY & ZIP CODE Connersville IN 47331

Are you a customer of this utility? (circle one) YES NO

Do you wish to speak or provide written comments? (circle one) SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

SIGNATURE Jennifer Barrett DATE 12/10/2024

If you are providing written comments, you can include them on this form or attach a separate document.

Some concerning issues:

- Waste water run off, flooding out driveways, basements
- Trash is included in town city water.
- No street lights
- How much are they paying city for the water.
- Rain run off washes manhole off into roadway and neighbor yard flooding out his basement.
- Please spread out increases and very short noticed

*You may continue your comments on the back of this sheet or attach them.*

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