

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

**REPORT OF COVID RESPONSE ACTIVITIES ON BEHALF OF
COLUMBUS CITY UTILITIES**

Columbus City Utilities, by counsel, submits the attached information as required by the Commission's June 29, 2020 Order in this Cause.

Respectfully submitted,

By: /s/ Lauren M. Box

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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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Cause No. 45380
Columbus City Utilities
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July 27, 2020

RE: Monthly Update to IURC

To whom it concerns,

In our letter to the IURC on July 15, 2020, Columbus City Utilities (CCU) reported 1,181 delinquent customer bills. Since that letter, CCU has added an additional 183 delinquent bills to this count, bringing the total to 1,364 since the start of the pandemic.

Several communications have been sent and will continue to be sent to all delinquent customers in an effort to provide these customers with payment arrangements. Communications already sent out included robo-phone calls, emails, and messages on all customer bills. Future outreach will involve payment arrangement information on our website, messaging on bills, as well as additional phone calls and emails. As of this letter, no customers have reached back out to our office to sign a payment arrangement.

CCU staff will continue to monitor this situation and take appropriate action to ensure our customers are aware of all available resources to get their account balances current at a minimum of six months from August 14th.

As always, if you have any questions regarding our communication plans, please reach out to our office at (812) 372-8861.

Thank you,

Arron O'Neal
Manager of Finance and Business Operations
Columbus City Utilities