

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

**INDIANA-AMERICAN WATER COMPANY, INC.'S SUBMISSION OF
REPORT ON COVID RESPONSE ACTIVITIES**

Pursuant to the Indiana Utility Regulatory Commission's June 29, 2020 order in Cause No.

45380¹, Indiana-America Water Company, Inc., (“Indiana American” or “INAW”), by counsel, hereby submits its report describing recent COVID response activities.

As stated in its Petition to Intervene, dated June 10, 2020, “Indiana-American continues to focus on two major priorities—the health and safety of its employees and its customers.”²

Indiana American Water has filed multiple reports updating and describing recent COVID response activities thus far. In the latest report, filed December 22, 2021, data for receivables and installment plans were as of November 30, 2021. Please refer to those prior submissions for the background and recent activities as well as Indiana American’s targeted customer assistance programs to help its most vulnerable customers.

¹ In an effort to monitor ongoing efforts of utilities and customers to enter into reasonable payment arrangements, we find that jurisdictional Indiana utilities shall provide updates on their efforts. The first update shall be filed under this Cause on or before July 15, 2020. (IURC Final Order Cause No. 45380, page 6)

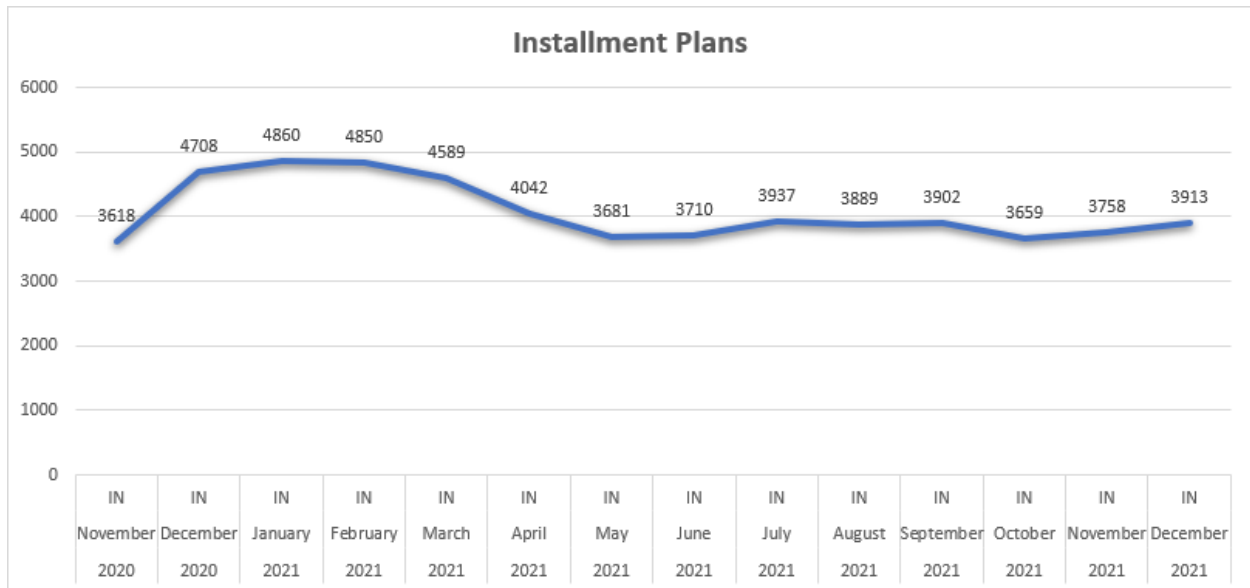
² Petition to Intervene and Submission of Requested Information on Behalf of Indiana American Water Company, Inc. in Cause 45380. Page 2.

Updated figures for aged receivables, and installment plans.

The following table represents the Company's customer counts for receivable past 30 days, 60 days, 90 days and 150 days.

Count of Customers				
Month	31-60 Days	61-90 Days	91-150 Days	Greater than 150 Days
Nov-20	22,699	14,714	11,211	6,825
Dec-20	24,179	13,478	10,142	6,255
Jan-21	21,013	13,609	9,451	6,341
Feb-21	14,840	12,929	8,972	6,438
Mar-21	14,375	7,790	7,895	5,416
Apr-21	16,448	7,434	6,019	4,996
May-21	15,276	8,513	5,317	4,831
Jun-21	14,293	7,313	4,965	4,408
Jul-21	15,546	6,213	4,356	4,122
Aug-21	12,189	6,418	4,549	3,661
Sep-21	15,013	6,087	4,567	3,377
Oct-21	12,966	7,592	4,685	3,452
Nov-21	14,690	6,527	4,976	3,102
Dec-21	17,096	7,168	5,166	2,951

The following graph represents the Company's number³ of Installment Plans from November 2020 through December 2021:



³ Total active plans on customer accounts per month.

The following chart represents the Company's outstanding aged receivable balances on accounts:

Year	Month	31-60 Days	61-90 Days	91-150 Days	Over 150 Days
2020	November	\$1,064,306.80	\$726,015.77	\$976,425.50	\$1,256,647.94
2020	December	\$1,263,018.94	\$644,549.26	\$903,357.17	\$1,242,624.01
2021	January	\$948,080.26	\$805,602.25	\$811,871.04	\$1,367,242.64
2021	February	\$624,688.10	\$672,686.11	\$861,387.45	\$1,428,517.59
2021	March	\$668,727.64	\$341,413.56	\$627,770.88	\$1,225,780.32
2021	April	\$792,814.42	\$377,182.99	\$442,668.79	\$1,065,425.80
2021	May	\$698,818.11	\$402,577.30	\$420,583.12	\$1,024,033.67
2021	June	\$659,152.32	\$356,062.95	\$418,857.23	\$937,604.22
2021	July	\$820,152.92	\$310,318.61	\$351,804.26	\$849,147.05
2021	August	\$549,415.15	\$301,338.89	\$382,646.94	\$752,799.48
2021	September	\$685,224.16	\$298,124.27	\$369,612.85	\$686,201.34
2021	October	\$566,087.00	\$397,843.31	\$346,910.94	\$687,955.17
2021	November	\$717,773.69	\$300,698.28	\$389,943.38	\$657,085.95
2021	December	\$821,818.11	\$364,944.75	\$380,861.65	\$650,362.41

Additional items requested in Commission's May 27, 2020 Order

The Commission's May 27, 2020 Order in Cause No. 45380 provided a list of 17 items requested of "the Joint Utility Petitioners and any jurisdictional Indiana utility intending to participate in this proceeding and request rate relief." By the terms of the May 27, 2020 Order, Indiana American was not required to provide this information, particularly in light of Indiana American's intention not to participate in the rate relief phase of this proceeding. The Commission had declined to extend the additional reporting requirements to parties not seeking rate relief in this proceeding, and Indiana American has complied with the Commission's Orders in this docket.

Pursuant to the Commission's Order dated August 25, 2021, and because we believe enough time has elapsed to produce enough relevant data such that the additional information will be useful to the Commission, we are providing an update to certain information provided in prior 2021 reports in order to assist the Commission.

This concludes IAWC's January 2022 COVID effort report.

Respectfully submitted,

/s/ Hillary J. Close

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that the foregoing was served by electronic mail this 31st day of January, 2022 to the following:

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