



INDIANA UTILITY REGULATORY COMMISSION  
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## NEWS RELEASE

FOR IMMEDIATE RELEASE

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### **Commission Issues Order on Citizens Investigation**

INDIANAPOLIS (March 4, 2015) – The Commission completed its investigation in Cause No. 44462 into the management practices, customer service, and billing issues relating to Citizens’ gas, water, and wastewater utilities and compliance with approved rules and regulations. In the Order issued today, the Commission finds that Citizens has worked to improve its customer service and billing practices. Therefore, Citizens is required to provide detailed, quarterly compliance filings regarding its call center, billing issues, and meter reading and estimation practices, starting with the quarter ending Dec. 31, 2014.

Citizens must also contribute a total of \$522,432 to the Universal Service Program (USP) over the next two years to reimburse its gas ratepayers for USP funds that Citizens misallocated to non-gas charges, which is in direct violation of the Commission’s Order in Cause No. 44094. Citizens also misallocated \$2,018,389 in Low Income Home Energy Assistance Program (LIHEAP) funds; however, the Commission does not have jurisdiction over LIHEAP because it is federally funded.

In addition, the Commission is requiring Citizens to provide its completed executive compensation analysis within 10 days of this order. Lastly, all marketing and promotional materials for the UtilityShield product, a utility line and system protection plan, shall no longer include Citizens’ letterhead or logo and should clearly indicate that UtilityShield is not a product of the utility.

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#### **About the Indiana Utility Regulatory Commission (IURC)**

The IURC is a fact-finding body that hears evidence in cases filed before it and makes decisions based on the evidence presented in those cases. An advocate of neither the public nor the utilities, the IURC is required by state statute to make decisions that balance the interests of all parties to ensure the utilities provide safe and reliable service at just and reasonable rates. For more information, please visit [www.in.gov/iurc](http://www.in.gov/iurc).

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