



Indiana Office of Utility Consumer Counselor

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Citizens Water rate case: Consumer comments invited Public hearing set for September 16

Do you want to voice your opinion on Citizens Water's proposed rate increase? Here's your chance.

Consumers are invited to comment for the formal case record in either, or both, of two ways:

1. By sending written comments to the Indiana Office of Utility Consumer Counselor (OUCC) by October 6, 2015,
or
2. By speaking at the Indiana Utility Regulatory Commission's (IURC's) public field hearing on Wednesday,
September 16, 2015.

The IURC's September 16 public field hearing will be held in the auditorium at Emmerich Manual High School (2405 Madison Ave. in Indianapolis) at 6:00 p.m. An OUCC informational meeting on field hearing procedures and the regulatory process will start at 5:30 p.m.

During the public field hearing:

- Consumers will be able to speak directly to the Commission, under oath and on the record.
- Consumers will also be able to submit written comments for the case record.
- Comments will carry equal weight whether they are oral or written.
- Commissioners are not allowed to answer questions during the field hearing. However, OUCC staff will be available before, during, and after the hearing to address questions about the process.

Citizens Water – which provides service in Marion County and in portions of eight additional counties – is requesting a 22 percent increase in its total annual operating revenues. The impact would vary among the residential, commercial and industrial customer classes.

According to the utility's testimony, the water bill for a residential Citizens Energy Group customer using 5,000 gallons would rise from \$28.97 to \$34.99. For residential customers using that amount, this would include an increase in the flat, monthly service charge from \$8.71 to \$12.16. Sewer, natural gas, and steam utility rates are not at issue in this case.

Citizens Water's current rates were approved in March 2014. The utility states, in testimony, that it is requesting the rate increase primarily due to ongoing infrastructure needs, an effort to reduce debt, and declining customer usage. For more information on the case, including the utility's testimony, please visit www.in.gov/oucc/2738.htm.

(Continued)

The OUCC – the state agency representing consumer interests in all cases before the IURC – is scheduled to complete its review and file testimony on October 13, 2015.

Several additional parties who have intervened in this case – as allowed by state law – are also scheduled to file testimony on October 13, 2015. Those parties include the Indianapolis Water Service Advisory Board, Brown County Water Utility, Inc., several municipal governments (Avon, Pittsboro, and Whitestown), and a group of Citizens Water’s large-volume customers (including Eli Lilly & Co., Indiana University, Indiana University Health, Ingredion, Inc., Rolls-Royce Corporation, and Vertellus Specialties, Inc.).

Consumers who wish to submit written comments for the case record may do so via the OUCC’s Website at www.in.gov/oucc/2361.htm, or by mail, email or fax:

- Mail: Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204
- email: uccinfo@oucc.IN.gov
- Fax: (317) 232-5923

The OUCC needs to receive all written consumer comments no later than October 6, 2015 so that it can: 1) Consider them in preparing its testimony and 2) File them with the Commission to be included in the case’s formal evidentiary record. Comments should include the consumer’s **name, mailing address**, and a reference to “**IURC Cause No. 44644.**”

Consumers with questions about submitting written comments can contact the OUCC’s consumer services staff toll-free at 1-888-441-2494.

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(IURC Cause No. 44644)

The Indiana Office of Utility Consumer Counselor (OUCC) represents Indiana consumer interests before state and federal bodies that regulate utilities. As a state agency, the OUCC’s mission is to represent all Indiana consumers to ensure quality, reliable utility services at the most reasonable prices possible through dedicated advocacy, consumer education, and creative problem solving.

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