

Indiana Utility Regulatory Commission

Annual Report 2009



Indiana Utility Regulatory Commission

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Mission Statement



The Commission's mission is to assure that utilities and others use adequate planning and resources for the provision of safe and reliable utility services at a reasonable cost. [I.C. 8-1-2-4]

Responsibilities



The Commission 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 adequate and reliable service at reasonable prices.

The IURC regulates electric, natural gas, portions of telecommunications, video, steam, water and sewer utilities. These utilities may be investor-owned, municipal, not-for-profit, or cooperative utilities, or they might operate as water conservancy districts. However, the Commission does not regulate municipal sewer utilities. In addition to the industries previously listed, the Commission also oversees natural gas pipeline companies in the state of Indiana and makes sure operators of gas distribution systems follow state and federal guidelines established to promote the safe, reliable transportation of natural gas to gas customers.

Indiana statutes allow municipal utilities, not-for-profit corporations, and cooperative electric companies to remove themselves from the Commission's jurisdiction by ordinance of the local governing body or a majority vote of the people in the municipality. Currently, 548 utilities have withdrawn from the Commission's jurisdiction.

The Commission regulates various aspects of the public utilities' business including the rates, financing, bonding, environmental compliance plans and service territories. The Commission has regulatory oversight concerning construction projects and acquisition of additional plants and equipment. The Commission also has authority to initiate investigations of all utilities' rates and practices. The IURC receives its authority from Indiana Code Title Eight. Numerous court decisions further define the Commission's function.

The Commission promulgates its "*Rules and Regulations Concerning Practice and Procedure*" as well as "*Rules and Regulations and Standards of Service*" to govern each type of utility. The Commission makes changes in its rules through a process requiring notice, a public hearing and Commission adoption. The statute also requires approval from the Attorney General and the Governor.

The Indiana Utility Regulatory Commission was originally a state agency established to regulate railroad activity in the early 1900s. However in 1913, the agency was given regulatory responsibility over natural gas, water, electric, telephone and transportation services, and it was renamed the Public Service Commission. In 1987, the General Assembly changed the name of the agency once again, and the PSCI became the IURC. The Commission no longer regulates railroads or transportation.



Commission Procedures

Utilities must follow administrative law requirements in proceedings before the Indiana Utility Regulatory Commission. Those proceedings include, but are not limited to, requests for rate changes and territorial authority.

Hearing Procedures

1. The utility files a petition with the Commission which is given a Cause Number and assigned to an Administrative Law Judge and staff. A Commissioner may also be assigned to the case.
2. A prehearing conference is held to establish a schedule for the submittal of evidence both for and against the utility's petition.
3. The utility prefiles its written case-in-chief, which contains evidence in support of its proposal.
4. Other parties, including the Office of the Utility Consumer Counselor (OUCC), file their cases-in-chief, which contain evidence in support of their positions. The OUCC is a separate state agency whose responsibility is to represent ratepayers in proceedings before the Commission.
5. A public hearing may be held in the service territory of the utility to allow customers of that utility to express their opinions concerning the utility's petition.
6. The parties may present rebuttal testimony after all other evidence in the case is heard.
7. In most cases, parties to the case file proposed Orders with the Administrative Law Judge (ALJ).
8. The ALJ submits a proposed Order for review by the Commissioners.
9. The Commission issues a decision on the ALJ's proposed Order, either directing modifications, approving or rejecting the utility's original proposal. These decisions are made at Commission conferences.

Conference Schedule and Location

Conference is generally held each Wednesday at 2 p.m. EST. For a more complete schedule and to access weekly conference agendas, visit our Web site at www.in.gov/iurc/2428.htm.

National City Center
Judicial Courtroom 222
101 W. Washington Street
Indianapolis, Indiana 46204

David Lott Hardy

Chairman



Appointed: September 15, 2005

Appointed By: Governor Daniels

Term Expires: April 2010

Party: Republican

David Lott Hardy was appointed Chairman of the Indiana Utility Regulatory Commission on September 15, 2005, by Governor Mitchell E. Daniels, Jr to fulfill the remainder of a term expiring in April 2006. Chairman Hardy was then reappointed a year later to a full four-year term. His term will expire in April 2010.

An attorney, Chairman Hardy has practiced law for 40 years, concentrating on utility-related issues. His primary practice has been in Indiana and Kentucky where he has been an in-house attorney, a member of a law firm and in private practice. He is a graduate of Indiana University and the Indiana University School of Law in Bloomington.

Jim D. Atterholt

Commissioner



Appointed: June 22, 2009

Appointed By: Governor Daniels

Term Expires: April 2013

Party: Republican

Commissioner Jim Atterholt was appointed by Governor Mitch Daniels on June 22, 2009 to the Indiana Utility Regulatory Commission.

Prior to joining the Commission, he was the State Insurance Commissioner for more than four years where he also served as a member of the Governor's Cabinet. Atterholt worked as Director of Government Affairs for AT&T--Indiana from 2003 – 2004.

Commissioner Atterholt has dedicated much of his life to public service. He was elected and served two terms as a member of the Indiana General Assembly from 1998 – 2002. As a State Representative he served on the House Commerce, Economic Development and Technology Committee, which has jurisdiction over all utility-related legislation. Atterholt also served on the Environmental Affairs Committee as well as the Labor Committee. Atterholt has also worked as Chief of Staff in Washington D.C. and later as District Director in Indiana for a member of the United States Congress where his responsibilities included energy issues.

A native of Fort Wayne, Indiana, Commissioner Atterholt received his bachelor's degree from the University of Wisconsin in 1986. Atterholt is a member of the National Association of Regulatory Utility Commissioners (NARUC) where he serves on the Committee on Gas. He also serves on the Board of Directors of the Saint Florian Center for at-risk-children. Married for 22 years to his wife, Brenda, they are blessed with three children and currently reside in Indianapolis.

Jeffrey L. Golc

Commissioner



Appointed: January 3, 2007

Appointed By: Governor Daniels

Term Expires: January 2010

Party: Democrat

Jeffrey L. Golc was appointed to the Indiana Utility Regulatory Commission on January 3, 2007 by Gov. Mitchell E. Daniels, Jr.

Commissioner Golc is a member of the National Association of Regulatory Utility Commissioners (NARUC) and is an active member of the NARUC Water Committee.

He also participates in the American Water Works Association (AWWA), National Association of Water Companies (NAWC), the Mid-America Regulatory Conference (MARC) and Water for People (WFP) Committee. On Feb. 26, 2008, Golc was appointed by Marsha H. Smith, president of NARUC, to be a liaison between the NARUC Committee on Water and the Committee of Critical Infrastructure.

Before joining the IURC, Commissioner Golc served as the government/regulatory affairs manager for The Kroger Company where he acted as the official spokesperson. In 2005, he received the President's Award, the highest honor given to Kroger employees.

Prior to his position with The Kroger Company, Commissioner Golc served as the deputy commissioner for the Indiana Bureau of Motor Vehicles and the Indiana Department of Workforce Development. He was also an elected member of the Indianapolis City-County Council from 1988-1999.

Commissioner Golc graduated from Indiana University, where he earned his BA '76 and MA '82 in communications.

Larry S. Landis

Commissioner



Appointed: December 17, 2002

Appointed By: Governor O'Bannon

Term Expires: December 2011

Party: Republican

Larry S. Landis, a Republican, was founder and President of Marketrends, Inc., a marketing/communication company in Indianapolis; and cofounder of American Grassroots LLC, prior to being appointed to the Indiana Utility Regulatory Commission in January 2003 by Indiana's late Governor Frank O'Bannon (D-IN). He was reappointed to a full term by former Governor Joe Kernan (D-IN) in July of 2004 and reappointed by Governor Mitch Daniels in December of 2007. In August, 2003, he was named to the National Association of Regulatory Utility Commissioners' (NARUC) Telecommunications Committee and is active in a number of roles on that Committee. Landis served on NARUC's Legislative Task Force, charged with developing recommendations for a rewrite of the nation's telecommunications laws, was Vice Chair of NARUC's Intercarrier Compensation Task Force, was appointed to the Federal-State Joint Conference on Advanced Telecommunications Services in January, 2005 and is a member of the Federal-State Joint Board on Universal Service. Landis is the only state Commissioner currently holding both a Joint Conference and a Joint Board appointment from the FCC.

In 1967, he worked as a campaign aide to Richard G. Lugar, who was then running for his first term as Mayor of Indianapolis. (Lugar now serves as Indiana's Senior U.S. Senator). In 1968, he was Research Director for the U.S. Senate campaign of William D. Ruckelshaus, who later became the first Administrator of the U.S. Environmental Protection Agency to serve under two Presidents; Nixon and Reagan. From 1969 to 1971 he served as Assistant to the Mayor in the Lugar administration, and in 1972 he was Campaign Manager of William N. Salin's Primary bid for what was then the 4th Indiana District Congressional seat. After the Primary, he was named Press Secretary for the successful first-term gubernatorial campaign of then-Speaker of the House Otis R. Bowen, M.D.

In late 1972, he became Director of Marketing Services for the advertising agency which had handled Bowen's campaign, holding similar positions with it and another agency for 8 years. He also served 4 years as Vice President of Corporate Advertising for American Fletcher National Bank (later Bank One Indiana and now part of JP Morgan Chase) from 1980 to 1984. From 1985 through 1991, Landis was Vice President/Account Planning, blending research, market intelligence and strategic planning to inform the agency's creative direction for clients such as Indiana Bell (now AT&T Indiana), at Handley & Miller, Inc.

Landis' civic involvements include: the Governor's Ad Hoc Committee on Educational Finance (1972-73); Life member (1991-), former Member of the Board of Trustees (1995-2004) and member of the Executive Committee (1996-1999, 2001-04), Indiana.

David E. Ziegner

Commissioner



Appointed: August 25, 1990

Appointed By: Governor Bayh

Term Expires: April 2011

Party: Democrat

David E. Ziegner was appointed to the Indiana Utility Regulatory Commission on August 25, 1990 by Governor Evan Bayh and reappointed to a full, four-year term in April of 1991 and again in December of 1995. He was reappointed by Governor Frank O'Bannon in November 1999, and again in 2003. Commissioner Ziegner was reappointed by Governor Mitch Daniels in March of 2007. A Democrat, Ziegner's term expires April 2011.

Commissioner Ziegner is a member of the National Association of Regulatory Utility Commissioners' (NARUC) Committee on Electricity and is chairman of its Clean Coal and Carbon Sequestration Subcommittee. He is also a member of the Mid-America Regulatory Conference and the National Coal Council.

Additionally, Ziegner is chairman of the Advisory Council of the Center for Public Utilities at New Mexico State University and a member of the Consortium for Electric Reliability Technology Solutions (CERTS) Industry Advisory Board. He is a former member of the Advisory Council of the Electric Power Research Institute (EPRI).

Ziegner is a native Hoosier. He earned his B.A. in history and journalism from Indiana University in 1976. He obtained his J.D. degree from the Indiana University School of Law in Indianapolis in 1979 and was admitted to the Indiana Bar and U.S. District Court in that same year.

Prior to joining the Commission, Ziegner served as a staff attorney for the Legislative Services Agency, where he developed his background in both utility and regulatory issues. As the agency's senior staff attorney, he specialized in legislative issues concerning utility reform, local measured telephone service, the citizen's utility board and pollution control. Most recently, Mr. Ziegner was the General Counsel for the IURC.

Ziegner, his wife, Barbara, and their daughter, Jennifer, reside in Greenwood and are members of the Northminster Presbyterian Church.

Executive Directors



Joseph Sutherland

Executive Director

Executive Director **Joseph M. Sutherland** leads the Commission's Governmental Affairs group. He is also the senior supervisory authority over the Communications Division. In addition, Sutherland oversees agency internal operations including oversight of various ancillary functions such as information technology and public information as well as the Commission's financial affairs and the agency budget.



Scott Storms

General Counsel

General Counsel **Scott R. Storms** serves as the chief legal advisor to the Indiana Utility Regulatory Commission. Attorneys in the Office of General Counsel provide complete legal support for all aspects of the Commission's operation, including acting as the Commission's Ethics Officer. Attorneys in the Office of General Counsel serve as Administrative Law Judges in formally docketed Commission proceedings; conduct legal research on a wide range of issues; participate in matters before the Federal Energy Regulatory Commission; and, work in concert with the Attorney General's Office on appeals of Commission Orders and other litigation involving the Commission.



Robert Veneck

Executive Director

Executive Director **Robert H. Veneck, Jr** leads the technical operation group and is the senior supervisory authority of the Commission's electricity, natural gas, water, sewer, consumer affairs, pipeline safety and energy policy divisions. In addition, Veneck directs the activities of the State Utility Forecasting Group at Purdue University for matters requested by the Commission.

Divisions & Offices

Electricity

Electricity Director **Bradley K. Borum** manages the Electricity Division, which monitors and evaluates regulatory and policy initiatives that affect the electric utility industry.

The division reviews and advises the Commission on regulatory proceedings initiated by Indiana electric utilities involving increases in rates, environmental compliance plans, permission to build or purchase power generation plants and other matters. It also monitors electric utility performance for reliability and service quality. Electricity Division staff examine information from Commission-initiated investigations and assist the Commission in developing potential rulemakings.

The division is responsible for following actions by the Federal Energy Regulatory Commission (FERC) that may affect Indiana's electric utilities. Division staff also maintain the collection of annual reports from electric utilities and manage the periodic earnings review of all publicly-, municipally- and cooperatively-owned utilities with more than 5,000 customers.

Due to the growing impact of regional and federal energy policies on Indiana, the IURC organized a new intra-agency RTO/FERC Team that has been chartered with monitoring, evaluating and recommending policy and positions regarding regional and federal energy issues to the IURC Executive Team and Commissioners. The RTO/FERC Team actively monitors the activity of the two regional transmission organizations that operate in Indiana, the Midwest Independent Transmission System Operator, Inc. (Midwest ISO) and the PJM Interconnection, LLC (PJM), and represents the IURC at RTO committee meetings. The Team also prepares comments on behalf of the Commission and participates in FERC regulatory proceedings that affect Indiana utilities and consumers.



The team consists of the following members:

- Dave Johnston – Chief Technical Advisor (of the Electricity Division)
- Bob Pauley – Chief Technical Advisor (of the Electricity Division)
- Beth Roads – Legal Counsel (of the General Counsel's Office)

In addition to the responsibilities listed above, the team provides counsel on docketed activities dealing with regional and federal energy issues that come before the Commission.

Concurrent with this organizational change, the Electricity and Energy Policy Divisions were combined into one division.

Natural Gas

Natural Gas Director **Jane Steinhauer** and her staff monitor and evaluate regulatory and policy initiatives that affect the natural gas utility industry.

This division examines information from regulatory proceedings initiated by Indiana natural gas utilities involving rates, service territories, Commission-initiated investigations and potential rulemakings. Division responsibilities include advising the Commission on revenue requirements and the allowed return in rate cases for utilities proposing to adjust their current rates and charges. The division also verifies the accuracy of filings from utilities and other parties.

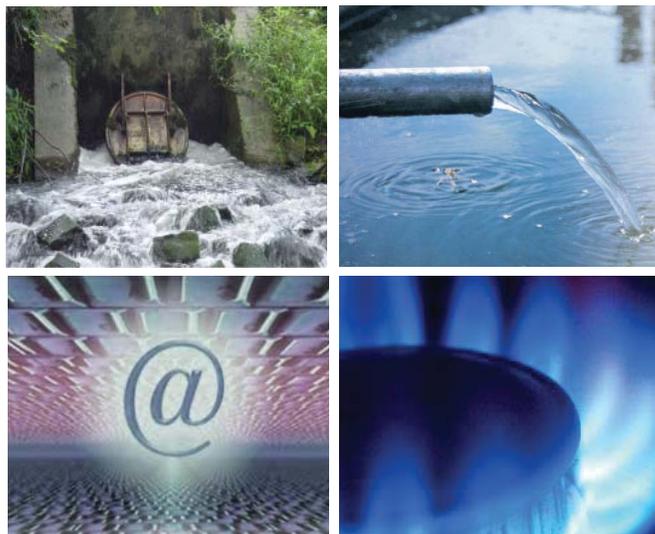
Additionally, the division evaluates and advises the Commission on issues related to gas cost adjustments, trackers and other related tariff matters, and various forms of alternative regulation proposals, such as decoupling and customer choice for gas utility customers.

Pipeline Safety

Pipeline Safety Director **Bill Boyd** and his staff administer federal and state pipeline safety standards that apply to the natural gas industry and hazardous liquid pipelines. These standards apply to all gas and hazardous liquid pipeline operators in Indiana regardless of whether they have withdrawn from the Commission's economic jurisdiction.

Pipeline Safety engineers enforce the minimum safety standards established by the U.S. Department of Transportation as they apply to the design, installation, inspection, testing, construction, extension, operation, replacement and maintenance of the pipeline facilities of all natural gas and hazardous liquid pipeline operators. The division also enforces the U.S. Department of Transportation's anti-drug program for gas operators within Indiana as well as integrity management and operator qualification regulations.

The division is funded jointly by the Commission and the U.S. Department of Transportation and works closely with its federal partners. Additionally, the division regularly sponsors or participates in various gas safety training programs each year. Pipeline Safety engineers work closely with operators of small gas systems (municipal utilities and master meters) to help them operate a safe and efficient gas system.



Water/Sewer

Water/Sewer Director **Curt Gassert** and his team of analysts develop, monitor and evaluate regulatory and policy issues that affect the water and wastewater industries. Staff spends the majority of its time advising the Commission on technical matters related to pending cases before the Commission, the most significant of which is establishing the appropriate level of revenues in rate cases.

Water/Sewer Division staff also provides assistance with utility investigations, Commission rulemakings, and complaints submitted to the Consumer Affairs Division. The Commission investigations, both formal and informal, frequently involve the resolution of problems created by small, troubled water or wastewater utilities. Typical rulemakings include developing policies for water meter testing standards and criteria for processing...

...differing types of utility requests for rate increases. Billing disputes and disconnection of service are common consumer complaints.

The division also processes requests by water and sewer utilities to change rates and charges through the 30-day filing process. The 30-day filing process is designed to allow certain types of requests, such as changes to reconnect fees and “trackers,” to be reviewed and approved by the Commission in a more expeditious and less costly manner than a formal docketed case.

Communications

Communications Director **Pamela Taber** and her staff manage Indiana-specific issues related to video and telecommunications services. The division executes the IURC authority as the sole video franchise authority in Indiana. It also provides policy advice on telecommunications issues such as dual-party relay service; 211 services; slamming and cramming; telecommunications providers of last resort; numbering and area code issues; and disputes between carriers.

Additionally, the division oversees the certification of Communications Service Providers and monitors competition in the communications industry by gathering, tracking and storing information about all types of communications providers and the areas where they offer their services in order to report to the General Assembly, as required by statute.

Consumer Affairs

The **Consumer Affairs Division’s** purpose is to ensure utility and customer compliance with Commission rules and regulations through reasonable and timely determinations and to monitor the quality of service provided. Therefore, the division’s primary responsibility is to mediate disputes between utilities and consumers.

In order to ensure such rules and regulations remain current, the division participates in the review and revision of the “Rules, Regulations and Standards of Service” for Indiana utilities.

Additionally, the division utilizes information gathered during its complaint handling process to alert the Commission to any unfavorable trends. If staff realizes a problem may exist, the division may request the initiation of an investigation by Commission staff or advise consumers of the policies and procedures available to petition the Commission for an investigation.

Federal and Legislative Policy

Chief Federal and Legislative Policy Advisor **Jennifer Richardson** is responsible for monitoring, analyzing and contributing toward policy initiatives and rules that originate from various federal agencies and legislative bodies including the Federal Communications Commission (FCC) and Congress. Richardson collaborates with Electricity Division staff on state, regional and national energy issues.

She also serves as a policy advisor on various NARUC committees, and most notably as the Staff Chairperson for the Federal-State Joint Board on Universal Service, an economic policy-making body associated with the FCC. Additionally, Richardson serves as Chief Staff Advisor for the Federal-State Joint Conference on Advanced Services, a policy information group comprised of state and FCC Commissioners involved in national and state...



...broadband initiatives. Also involved with state-level policy making, Richardson remains active in various communications dockets at the IURC and is a member of the Commission's Governmental Affairs team.

Public Information

Public Information Officer **Danielle Dravet** provides information to various groups both internally and externally on behalf of the Commission. She is responsible for informing the media about Commission actions and utility regulation in addition to having oversight of the Commission Web site. Dravet also serves as the point of contact for utility consultants, financial analysts and individual members of the public and is a member of the Governmental Affairs team.

Her responsibilities also include writing and distributing news releases, publishing yearly reports and assisting the media at Commission proceedings such as field hearings where the general public is able to comment on pending cases.

Human Resources

Human Resource Director **Peggy Lough** is responsible for the enforcement of all federal and state personnel regulations and policies. The office is also responsible for recruitment, employment inquiries, training and development, labor relations issues and all aspects of employee personnel management, including an agency evaluation program, compensation and benefits. The Human Resources Director also implements personnel policies, procedures and standards for the Commission and maintains all Commission personnel files.



Information Technology

Information Technology Director **Wayne Remick** manages the Commission's electronic information systems. A primary role of the IT Division is to provide application support and assist the Indiana Office of Technology (IOT) with network services and general technical support for the Commission. The division also provides and supports the Commission's electronic Case Management System (eCMS).



State Utility Forecasting Group

The **State Utility Forecasting Group** (SUFG) was established by state law in 1985 to provide the Commission with an impartial projection of the future growth of electric use in Indiana. The SUFG has been assisting the state for more than 20 years through its forecasts of electricity consumption, prices and resource requirements.

The SUFG also provides information for the General Assembly's Regulatory Flexibility Committee and testifies in certain proceedings before the Commission. The SUFG's offices are located at Purdue University in West Lafayette, Indiana.

Staff Roster

Chairman and Commissioners

David Lott Hardy, Chairman
Jim Atterholt, Commissioner
Jeffrey Golc, Commissioner
Larry Landis, Commissioner
David Ziegner, Commissioner

Executive Directors

Joseph Sutherland, Governmental/External Affairs
Scott Storms, General Counsel
Bob Veneck, Technical Operations

Governmental Affairs

Joseph Sutherland, Executive Director
Jennifer Richardson, Chief Fed/Leg Policy Advisor
Danielle Dravet, Public Information Officer

Operations

Mary Becerra, Business Manager
Stacy Hunter, Document Center Coordinator

General Counsel

Scott R. Storms, General Counsel
Lorraine Seyfried, Deputy General Counsel
Beth Krogel-Roads, Legal Counsel RTO/FERC Issues
DeAnna Brunner, Administrative Law Judge
Lorraine Hitz-Bradley, Administrative Law Judge
Aaron Schmoll, Administrative Law Judge
David Veleta, Administrative Law Judge
Angela Weber, Administrative Law Judge
Lynda Ruble, Senior Court Reporter
Amy Tokash, Court Reporter

Technical Operations

Bob Veneck, Executive Director

Electricity

Brad Borum, Director
Dale Thomas, Assistant Director
Mike Gallagher, Chief Accountant
Rich Brunt, Utility Analyst
Colleen Shutrump, Utility Analyst
George Stevens, Utility Analyst
Michael Whitmore, Utility Analyst
Mike Williams, Utility Analyst
Dave Johnston, Chief Technical Advisor for RTOs, FERC
Robert Pauley, Chief Technical Advisor for RTOs, FERC

Project Oversight

Jerry Webb, Director

Natural Gas

Jane Steinhauer, Director
Chris Lewis, Assistant Director
Grant Gray, Utility Analyst
Shanda Huggins, Utility Analyst
Mike Pudleiner, Utility Analyst
Keith Robinson, Utility Analyst

Pipeline Safety

Bill Boyd, Director
Mike Enlow, Pipeline Safety Engineer
John McLaughlin, Pipeline Safety Engineer
Rich Medcalf, Pipeline Safety Engineer
Dan Novak, Pipeline Safety Engineer
Michael Orr, Pipeline Safety Engineer
Jay Scherer, Pipeline Safety Engineer
Chuck Weindorf, Pipeline Safety Engineer

Staff Roster

Water/Wastewater

Curt Gassert, Director
Joel Fishkin, Senior Utility Analyst
Brian Latham, Utility Analyst
Dana Lynn, Utility Analyst
Yan Ma, Utility Analyst
Marcus Turner, Utility Analyst

Communications

Pam Taber, Director
Karl Henry, Senior Utility Analyst
Sally Getz, Utility Analyst
Brian Mahern, Utility Analyst

Human Resources

Peggy Lough, Director

Consumer Affairs

Kenya McMillin, Interim Director
Patrick Evans, Complaint Analyst
Sara Satterfield, Complaint Analyst
Darian Unruh, Complaint Analyst

Information Technology

Wayne Remick, Director
Tracy Gaynor, Assistant Director
Kevin Sosbe, Data/Security Specialist
Bobi Volle, IT Coordinator

Executive Assistants

Brenda Howe
Corrie Scott

Paralegal

Shala Coe

Administrative Assistants

Connie Childress
Brandy Darlington
Linda Demaree
Kelsey Klingler

IURC Receptionist

Susan Stephens

Staff Directory

As a governmental agency whose operations affect the public, the Indiana Utility Regulatory Commission welcomes requests for information on matters affecting the utility industry.

Inquiries may be made by mail, phone, facsimile or the Internet.

Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 E
Indianapolis, IN 46204-3407

P: (317) 232-2701

F: (317) 232-6758

I: www.in.gov/iurc

Reception Desk.....	(317) 232-2701
Chairman or Commissioners.....	(317) 232-2705
Executive Directors.....	(317) 232-2703
General Counsel.....	(317) 232-2102
Electricity Division.....	(317) 232-2733
Energy Policy.....	(317) 232-2748
Natural Gas Division.....	(317) 232-0037
Pipeline Safety.....	(317) 232-2718
Water/Sewer Division.....	(317) 232-0037
Communications Divison.....	(317) 232-5559
Operations.....	(317) 233-8720
Document Center.....	(317) 232-2642
Court Reporting.....	(317) 232-2731
Media Inquiries.....	(317) 232-2297
Human Resources.....	(317) 232-2716
Consumer Affairs Division.....	(317) 232-2712
Toll-free.....	(800) 851-4268
Call Before You Dig.....	811

Annual Budget

Fiscal Year 2008-2009

Expenses	Appropriations	Expenditures
Personnel Services	\$6,330,097.10	\$6,330,097.10
Services other than Personnel	\$260,402.06	\$260,402.06
Services by Contract	\$1,600,398.93	\$1,600,398.93
Materials	\$32,258.74	\$32,258.74
Equipment	\$50,264.32	\$50,264.32
Grants	\$251,618.82	\$251,618.82
In-state Travel	\$44,740.50	\$44,740.50
Out-of-state Travel	\$71,644.77	\$71,644.77
Total	\$8,641,425.24	\$8,641,425.24

Public Utility Fee

Billable Portion of the Budget

2009-2010 Budget

Utility Regulatory Commission	\$8,646,771.00	
Utility Consumer Counselor	\$5,173,700.00	
Expert Witness Fund	\$751,750.00	
	Total 2009-2010 Budget	\$14,572,221.00

2007-2008 Reversions

Utility Regulatory Commission	\$47,873.00	
Utility Consumer Counselor	\$980,421.00	
Expert Witness Fund	\$267,952.00	
	Total 2007-2008 Reversions	\$1,296,246.00
	Billable Portion of the 2009-2010 Budget	\$13,275,975.00

2008 Utility Intra-State Revenues

Electric Utilities (46)	\$6,810,620,062.00	
Gas Utilities (21)	\$2,392,552,975.00	
Sewer Utilities (25)	\$25,795,835.00	
Telecommunications Utilities (224)	\$2,948,705,117.00	
Water Utilities (51)	\$188,187,089.00	
	Total Intra-State Revenues (367)	\$12,365,861,078.00

2009-2010 Public Utility Fee Billing Rate

Billable Portion of the 2009-2010 Budget	\$13,275,975.00	
Divide By: Total Utility Intra-State Revenues	\$12,365,861,078.00	
	2009-2010 Public Utility Fee Billing Rate	0.001073599

Consumer Complaints



Consumer Affairs

Fiscal Year 2008-2009

Natural Gas		Electricity	
Complaint Type	Number	Complaint Type	Number
Billing Disputes	465	Billing Disputes	426
High Bill	146	High Bill	129
Deposit	70	Deposit	84
Payment Arrangement	35	Payment Arrangements	43
Estimates	22	Error	18
Error	21	Other	152
Other	171		
Disconnections	180	Disconnections	188
Payment Arrangements	33	Payments Arrangements	35
Unpaid Bills	18	Unpaid Bill	28
High Bill	14	Error	15
Deposit	13	Deposit	13
Other	102	Other	97
Inquiry Only	237	Inquiry Only	941
Rates	34	Rates	618*
High Bill	28	Interruption	36
No Jurisdiction	10	Equipment/Meter	20
Rules and Regulations	4	Rules and Regulations	8
Other	161	Other	259
Service Related	114	Service Related	163
New Service	30	Interruption	51
Equipment/Meter	17	Equipment/Meter	22
Response Time	12	New Service	21
Interruptions	4	Other	69
Other	51		
Other	0	Other	3
Total Complaints	996	Total Complaints	1721
Total Adjustments	\$19,314.25	Total Adjustments	\$30,026.94

Note:

* Indiana Michigan Power Rate Case, Cause No. 43306 (462 Inquiries)
 NIPSCO Electric Rate Case, Cause No. 43526 (117 Inquiries)

Consumer Affairs

Fiscal Year 2008-2009

Video		Telecom	
Complaint Type	Number	Complaint Type	Number
Billing Disputes	36	Billing Disputes	591
High Bill	6	Cramming	314
No Jurisdiction	5	Slamming	163
Error	2	High Bill	24
Other	23	Rates	10
		Other	80
Inquiry/Other	642		
High Bill	104	Disconnections	21
Channel Availability	96	Unpaid Bill	2
Interruption	44	Other	19
Rates	44		
Equipment/Meter	29	Inquiry Only	1495
Other	325	High Bill	238
		Interruption	175
Service Related	119	Internet/DSL	154
Response Time	73	Equipment/Meter	96
Interruption	14	Other	832
Equipment/Meter	6		
New Service	1	Service Related	139
Other	25	Interruptions	39
		Equipment/Meter	23
Other	13	New Service	20
		Response Time	9
Total Complaints	810	Other	48
Total Adjustments	\$12,433.09		
		Other	5
		Total Complaints	2251
		Total Adjustments	\$119,348.16

Consumer Affairs

Fiscal Year 2008-2009

Water/Sewer

Complaint Type	Number
Billing Disputes	286
High Bill	138
Estimate	51
Sub-Metering	18
Rates	14
Other	65
Disconnection	46
Payment Arrangement	8
Unpaid Bills	7
High Bill	4
Response Time	3
Other	24
Inquiry Only	228
Rates	97
High Bill	18
Rules and Regulations	5
Other	108
Service Related	54
New Service	12
Equipment/Meter	10
Response Time	2
Unpaid Bills	1
Other	29
Other	1
Total Complaints	615
Total Adjustments	\$2,105,955**



Note:

**Complaint No. 79969, Meridian Management Company, Revenue Adjustment of \$2,088,456.06

Consumer Affairs Report

Fiscal Year 2008-2009

Natural Gas

The natural gas industry from 2007-2008 to 2008-2009 saw an increase of 224 total complaints. Complaints classified as billing disputes increased by a total of 61, primarily due to the economic downturn, an increase in the number of heating-degree days, and market volatility. Of these complaints, the majority were in reference to high natural gas bills. Compared to the number of billing disputes, the classification for general inquiries saw an even greater increase of 171 complaints, which is more than likely attributed to consumers inquiring about assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP).

Electricity

The electric industry saw the most substantial increase of all the industries, with an increase of 555 total complaints from 2007-2008 to 2008-2009. This is attributed to the 257% increase in the total number of inquiries. Of the 941 total in this classification, 618 were in reference to electric rate cases pending before the Commission. There was also a slight increase in the billing dispute classification regarding high bills, which is likely attributed to the high number of heating-degree days. However, despite this increase, the electric industry saw a 30% decrease in the number of complaints regarding disconnections.

Water/Wastewater

The water/wastewater industry saw a decrease of 232 total complaints from 2007-2008 to 2008-2009. The billing dispute classification saw the most significant decrease from 568 to 286 complaints. The former number from last year's report was attributed to Indianapolis Water Company's practice of estimating customers' bills for multiple consecutive months. This issue has since been addressed by the utility, which explains the decrease in the number of complaints.

Telecommunications

The telecommunications industry remained fairly stable from 2007-2008 to 2008-2009, increasing by only 10 complaints total. However, due to the passage of House Enrolled Act 1279, the Consumer Affairs Division began classifying complaints regarding deregulated issues as "inquiries." Therefore, during the 2008-2009 fiscal year, the number of billing disputes decreased by a total 229 complaints, and the number of inquiries increased by a total of 417.

Video

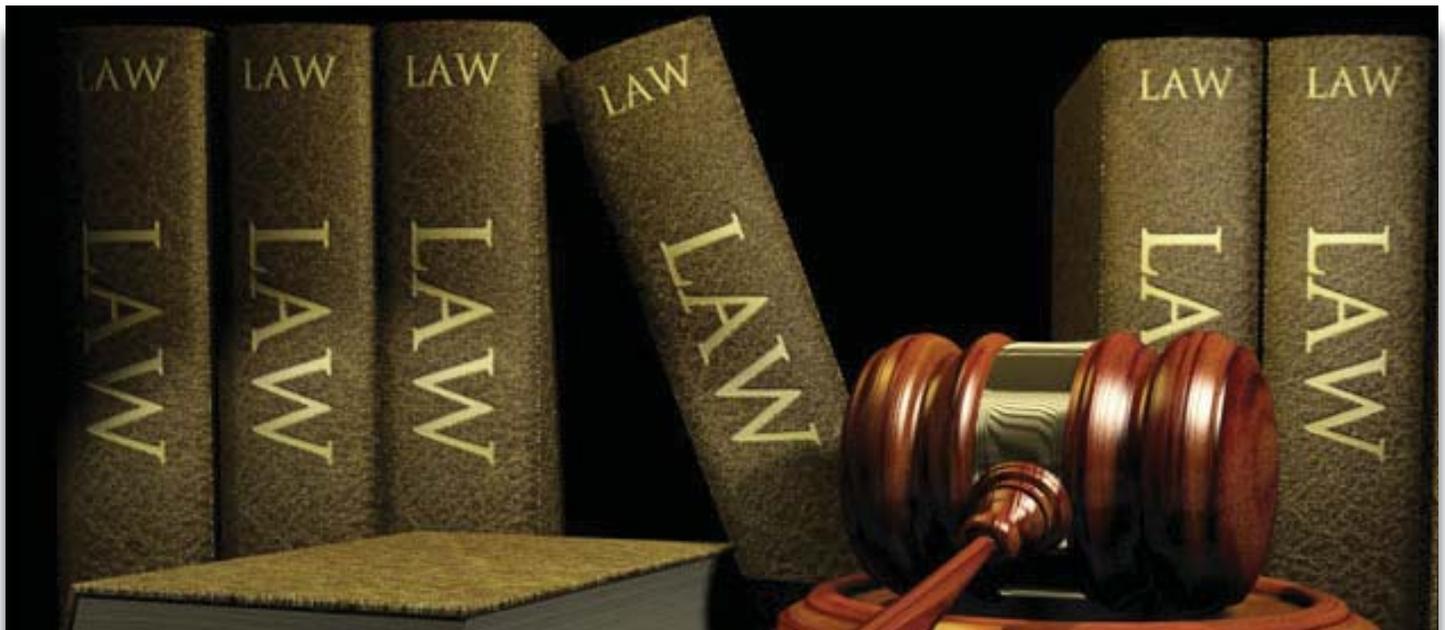
The video industry saw a decrease of 124 complaints from 2007-2008 to 2008-2009. The service-related classification had the largest decrease, primarily due to improved customer service by Comcast. Last year, the Commission reported that the high number of calls regarding response time was attributed to Comcast's purchase of cable provider Insight Communications Midwest.

In addition to the categories reported last year, the Consumer Affairs Division added a new classification regarding channel availability due to an increase in the amount of inquiries. The division attributes the 96 complaints received about availability to the DTV switch from analog to digital. This switch required a significant number of Hoosiers to purchase a converter box for their television sets in order to receive digital programming.

Commission Rulemakings

Final Rulemakings	IURC RM #	LSA Doc #	Approval Date	Effective Date
Establishment of thirty-day administrative filing procedures – adds 170 IAC 1-6	07-03	07-829	6/11/2008	12/25/2008
Amendment of water standards, classification of accounts for water utilities, and meter testing rules for electric, gas, and water utilities – 170 IAC 4-1-11, 170 IAC 4-1-12, 170 IAC 5-1-11, 170 IAC 5-1-12, 170 IAC 6-1-1 through 170 IAC 6-1-12, and 170 IAC 6-2-2	07-09	08-315	12/03/2008	1/14/2009
Amendment of minimum standard filing requirements for an expedited process – 170 IAC 1-5	07-06	08-670	5/27/2009	8/31/2009

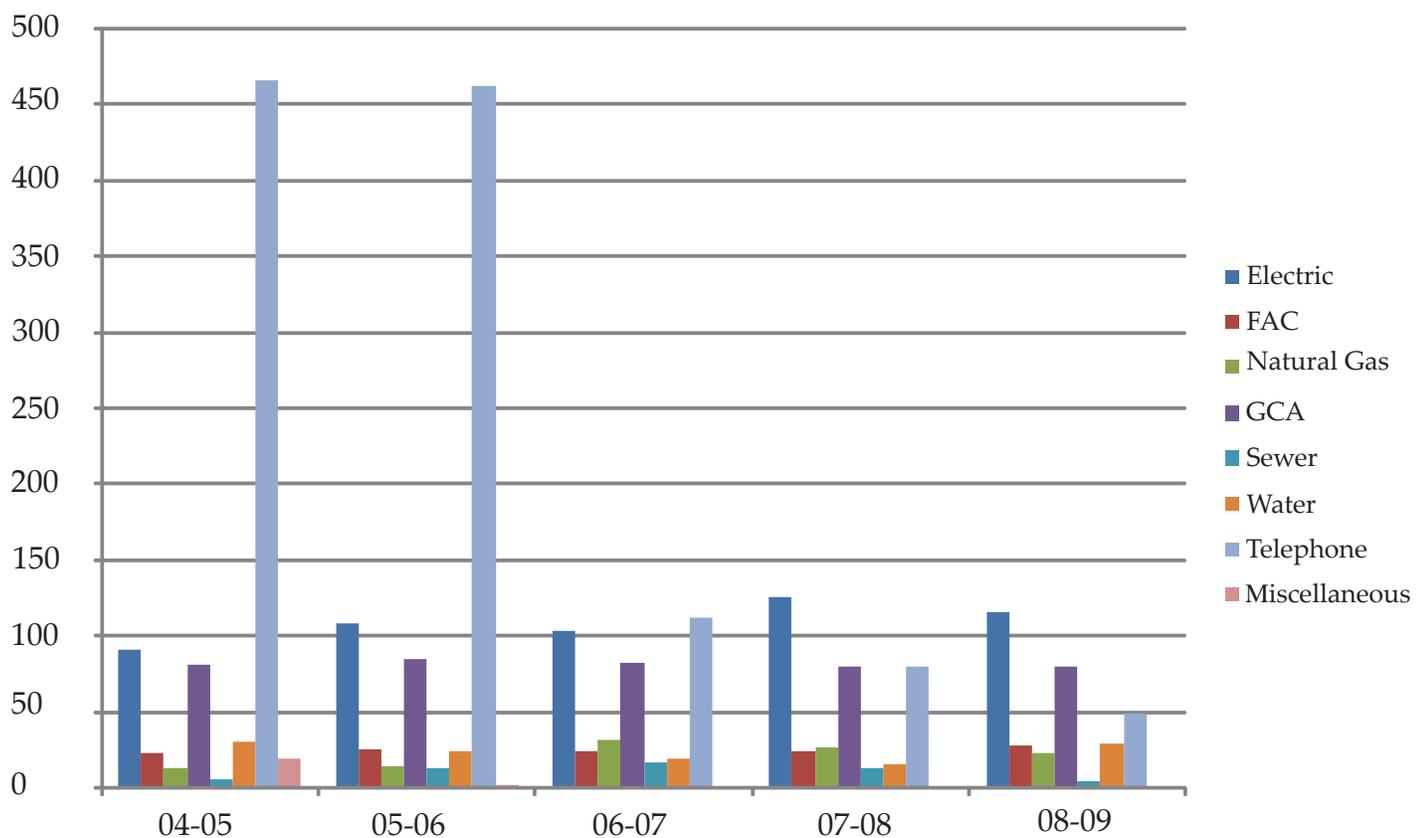
Proposed Rulemakings	IURC RM #	LSA Doc #
Amendment of pipeline safety rules – 170 IAC 5-3	08-01	09-190
Amendment to exempt an application for a certificate of territorial authority for communications service providers or notice of change form filed under I.C. 8-1-32.5 from the ex parte rules of the Commission – 170 I.A.C. 1-1.5-1	09-02	09-212



Petitions Filed

Five-Year Comparison

Petition Type	08-09	07-08	06-07	05-06	04-05
Electric	116	126	104	109	91
FAC	28	25	25	26	24
Natural Gas	23	27	32	15	14
GCA	80	81	83	85	82
Sewer	8	13	17	14	6
Water	30	16	20	25	31
Telephone	50	80	82	463	467
Total	335	368	394	739	735



Rate Changes

Fiscal Year 2008-2009

Cause No.	Utility	Industry	Status	Date Filed	Most Recent Order
43689	Southern Indiana Gas and Electric	Gas	Pending	5/15/2009	6/24/2009
43684	Harrison County REMC	Electric	Pending	5/11/2009	6/30/2009
43680	Indiana-American Water Company, Inc.	Water	Pending	4/30/2009	6/03/2009
43658	Chandler Municipal Water Works	Water	Pending	3/18/2009	5/13/2009
43655	Town of Cedar Lake Utilities, Inc.	Water	Approved	3/13/2009	4/29/2009
43652	Princeton Municipal Water	Water	Pending	3/6/2009	4/22/2009
43645	Indianapolis Water	Water	Pending	2/24/2009	6/30/2009
43627	Old State Utility Corporation	Sewer	Pending	1/2/2009	2/25/2009
43624	Westfield Gas Corporation	Gas	Pending	12/31/2008	3/4/2009
43477 - S1	Boonville Municipal Water Works	Water	Approved	12/10/2008	04/08/2009
43609	Aqua Indiana, Inc. - Darlington Water Division	Water	Approved	11/14/2008	6/10/2009
43582	Ellettsville Municipal Water Utility	Water	Approved	10/07/2008	6/3/2009
43579	Sugar Creek Utility Company, Inc.	Water	Pending	10/2/2008	11/25/2008
43576	Indiana Gas Company, Inc.	Gas	Approved	9/24/2008	1/7/2009
43554	Tipton Municipal Electric	Electric	Approved	8/15/2008	11/6/2008
43551	Fortville Municipal Water Works	Water	Pending	8/7/2008	4/22/2009
43530	Doe Creek Sewer Utility, Inc.	Sewer	Approved	7/7/2008	6/10/2009
43528	Pike-Gibson Water, Inc.	Water	Approved	7/2/2008	1/21/2009
43527	Aurora Municipal Gas Utility	Gas	Approved	7/1/2008	1/30/2009

Rate Changes Continued

Fiscal Year 2008-2009

Cause No.	Utility	Industry	Status	Date Filed	Most Recent Order
43526	Northern Indiana Public Service Company	Electric	Pending	6/27/2008	8/27/2008
43520	Indiana Utilities Corporation	Gas	Approved	6/17/2008	1/21/2009
43511	Southern Indiana Gas and Electric	Gas	Approved	6/6/2008	10/29/2008
43502	Kingsford Heights Municipal Water Utility	Water	Approved	5/27/2008	3/4/2009
43477	Boonville Municipal Waterworks	Water	Approved	4/4/2008	12/10/2008
43463	Citizens Gas & Coke Utility	Gas	Approved	3/18/2008	9/17/2008
43440	Knightstown Municipal Water Utility	Water	Approved	2/19/2008	7/30/2008
43434	Indiana Natural Gas Corporation	Gas	Approved	1/30/2008	10/08/2008
43410	Bargersville Municipal Water Utility	Water	Approved	12/21/2007	8/13/2008
43411	Anderson Municipal Light & Power Co.	Electric	Approved	12/21/2007	8/20/2008
43392	Eastern Bartholomew Water Corporation	Water	Approved	11/19/2007	9/24/2008
43377	Community Natural Gas Company	Gas	Approved	10/25/2007	8/27/2008
43342	Boonville Natural Gas Corporation Chandler Natural Gas Corporation	Gas	Approved	8/29/2007	10/08/2008
43331	Utility Center, Inc.	Sewer/Water	Approved	8/10/2007	8/27/2008
43306	Indiana Michigan Power	Electric	Approved	6/19/2007	3/4/2009
43134	Reelsville Water Company	Water	Approved	10/4/2006	2/18/2009
42767	Citizens Gas & Coke Utility	Gas	Appealed	12/29/2004	8/7/2008
42733	Utilities, Inc.	Water	Approved	10/1/2004	9/17/2008

Significant Cases

Pending

Cause No. 41338 GCA 10

Northern Indiana Public Service Company (NIPSCO)

NIPSCO is seeking approval of annual demand, take or pay, transition, storage, and transmission costs. NIPSCO proposes to remove the unaccounted-for-gas cost from base rates and recover it through the GCA factor.

Cause No. 42693

Commission Investigation

On April 23, 2008, the Commission issued a Phase I Order in this proceeding. In its Phase I Order, the Commission outlined a series of issues to be addressed in Phase II of this proceeding and indicated that it would schedule a series of technical workshops to discuss the matters to be addressed. Technical Workshops were conducted in this matter on November 18, 2008, January 29, 2009, and February 26, 2009. An Evidentiary Hearing was conducted on August 25, 2009.

Cause No. 43115

River's Edge Utility, Inc.

After opening an investigation into improper actions by River's Edge Utility, the IURC found that REUI had deficiencies pursuant to I.C. 8-1-30 and took action to remedy these deficiencies. Wastewater One, LLC has petitioned to purchase the assets and has petitioned the IURC to transfer assets, including the Certificate of Territorial Authority, from River's Edge Utility, Inc. to Wastewater One, LLC contingent upon the IURC granting a 248% rate increase.

Cause No. 43180

Commission Investigation

The Commission initiated this investigation to review methods for allowing gas utilities to recover their fixed costs independent from the volume of natural gas sold. The Commission conducted a technical conference and utilities and other parties submitted written comments. The Commission held an evidentiary hearing in May.

Cause No. 43374

Duke Energy, Indiana

On October 19, 2007 Duke Energy Indiana proposed an alternative regulatory plan for the offering of energy efficiency, demand response, other DSM programs, and associated rate treatment. This represents a move from traditional cost of service pricing to a more value-based pricing methodology. In 2009, a series of settlements encompassing the majority of the parties was submitted for consideration and an evidentiary hearing was held earlier this year.

Cause Nos. 43426 and 43426 S1

(43426 is complete. 43426 S1 is still pending)

Duke Energy, Indiana, Indianapolis Power & Light (IPL), NIPSCO and Vectren Energy Delivery of Indiana, Inc. 01/18/08 and 08/13/08

On January 18, 2008, the joint petitioners proposed changes that are likely to result from the Midwest ISO's implementation of revisions to its open access transmission and energy markets tariff to include establishment of a co-optimized competitive market for energy and ancillary services and for cost recovery associated with accommodating participation in such markets. The Commission approved the utilities participation in this new aspect of the Midwest ISO market. On August 13, 2008, the Commission issued an order creating a sub docket, Cause No. 43426 S1, to allow for further consideration of whether a cost-benefit analysis concerning the joint petitioners' participation in the Midwest ISO or the Midwest ISO ancillary services market should be conducted.

Significant Cases

Pending

Cause No. 43427

Southern Indiana Gas and Electric Company (SIGECO)

On January 22, 2008, SIGECO proposed an alternative regulatory plan for the offering of energy efficiency, demand response, other DSM programs, and associated rate treatment. SIGECO's proposal includes a decoupling mechanism to isolate sales from margin. This is the first decoupling case for the state's electric utilities.

Cause No. 43501

Duke Energy, Indiana

On May 23, 2008, Duke Energy requested that the Commission approve an alternative regulatory plan for the implementation of smart grid system and advanced metering infrastructure initiatives. Additionally, the utility has requested associated accounting and rate recovery mechanisms.

Cause No. 43524

Indiana Wireless Enhanced 9-1-1 Advisory Board

On June 26, 2008 the Indiana Wireless Enhanced 9-1-1 Advisory Board filed a complaint against Tracfone Wireless, Inc. The complaint stated that since 2001, TracFone regularly remitted payments to the Wireless E-911 fund. Based on remittances, TracFone experienced steady growth in its subscribership from 2001 to 2007. The Wireless Board believes that, in 2007, TracFone adopted a different wireless fee remittance policy. The Advisory Board estimates that TracFone will deprive the fund of \$1.4 million annually if TracFone continues to implement this policy. Additionally, the Wireless Board asserts that TracFone is operating without a CTA, which is in violation of the Commission's October 13, 1999 order in Cause No. 37896-S1 and I.C. 8-1-32.5, which requires all Commercial Mobile Radio Service ("CMRS") providers to apply for and maintain a certificate of territorial authority.

Cause No. 43526

Northern Indiana Public Service Company (NIPSCO)

On June 27, 2008, NIPSCO filed a petition requesting approval to change its base rates and charges. The company is proposing a residential electric base rate increase of 15.6%. Evidentiary hearings took place in January and February of 2009 with continued hearings in July 2009. Field hearings took place in March and April 2009.

Cause No. 43534

Office of Utility Consumer Counselor Complaint

The Indiana Office of Utility Consumer Counselor filed a complaint against Sugar Creek Utility Company, Inc. to modify how the utility bills and collects payments from its customers and to resolve operational issues. Currently, the utility bills the Riley Village Homeowner's Association, not the individual homeowners, which the Indiana Office of Utility Consumer Counselor claims causes significant financial hardship when certain residents do not pay the bill and the homeowners association must make up the difference.

Cause No. 43566

Commission Investigation

On September 3, 2008, the Commission initiated an investigation into matters regarding Commission approval of participation by Indiana end-use customers in demand response programs offered by the Midwest ISO and PJM Interconnection.

Cause No. 43579

Sugar Creek Utility Company, Inc.

To resolve infrastructure problems and to be able to install shut-off valves on every home, the utility is ...

Significant Cases

Pending

...requesting a 90% increase in rates to install a new water main and service lines to each home. The Indiana Office of Utility Consumer Counselor believes the project is necessary from an engineering perspective, but too costly. The Indiana Office of Utility Consumer Counselor recommends a reallocation of costs between the Riley Village Homeowner's Association and a large campground that is affiliated with the utility.

Cause No. 43580

Commission Investigation

On October 8, 2008, the Commission initiated a proceeding to commence its consideration of smart grid investment and smart grid information as referenced in section 11(d) of the Public Regulatory Policies Act of 1978 (PURPA), as amended by the Energy Independence and Security Act of 2007. Technical workshops took place earlier this year, followed by submission of testimony from participating parties.

Cause No. 43624

Westfield Gas Corporation

Westfield Gas is seeking authority to increase its rates and charges by 18.98% or \$1,010,443. In addition, Westfield is requesting to include an alternative regulatory plan for implementation of an energy efficiency adjustment rider; recovery of unaccounted-for-gas through the GCA process; approval of new depreciation rates; approval of a service agreement between Westfield and Citizens Energy Group; and approval of a five-year non-gas revenue test for extension of deposits.

Cause No. 43627

Old State Utility Corporation (OSUC)

Old State Utility Corporation requested a rate increase, a pass-through of the amount charged to OSUC by the city of Evansville, and revenue for significant infrastructure improvements. The Indiana Office of Utility Consumer Counselor does not agree with the amount of the rate increase and recommends a new rate structure. On April 29, 2009, in an action by the city of Evansville against OSUC, the Vanderburgh Superior Court appointed a receiver for the utility and required the utility to pay a \$130,000 judgment for unpaid sewer fees to Evansville Municipal Sewer. Old State Utility has appealed this order. The receiver entered its appearance in the IURC case and indicated that a resolution with the OUCC and Evansville is being pursued.

Cause No. 43629

Northern Indiana Public Service Company (NIPSCO)

NIPSCO is requesting to terminate the alternative regulatory plan approved by the Commission in Cause No. 41338 and establish a quarterly GCA in accordance with I.C. 8-1-2-42.

Cause No. 43645

Department of Water Works of the Consolidated City of Indianapolis

Indianapolis Water requested a 17.56% interim emergency increase in rates primarily due to Indianapolis Water's high amount of variable rate debt that was hedged by an interest rate swap and the credit crisis in 2008 that increased its debt service payments. The IURC granted an interim emergency rate increase of 12.27%, which was subject to being trued-up upon refinancing and compliance with other conditions that required a reduction of costs and the implementation of financial safeguards during the emergency. In the same order, the IURC approved a procedural schedule to set permanent rates with an evidentiary hearing set for May 24, 2010.

Significant Cases

Pending

Cause No. 43649

Indiana American Water Company, Inc.

Indiana-American Water Company, Inc. requested approval of its water efficiency plan that entails three phases: 1) development of a Wise Water Use Plan, 2) public education and development of conservation plans at the operations level for at least three pilot communities, and 3) evaluating the pilot programs and extending planning to the remaining operations. A settlement agreement with the OUCC has been filed and is under review.

Cause No. 43657

Northern Indiana Public Service Company (NIPSCO)

This customer complaint involves an industrial customer that is seeking a determination that NIPSCO violated Indiana utility law requirements by misapplying tariff provisions and by imposing tariff conditions, rules and regulations that were not on file with the Commission. This complaint also seeks a determination that complainants are eligible to receive service under Rider 328 FT and that NIPSCO acted unreasonably in applying Rider 328 FT.

Cause No. 43661

Kokomo Gas and Fuel Company

This customer complaint involves a commercial customer that is requesting that the Commission determine whether it has jurisdiction and an administrative remedy to resolve a breach of contract claim between the customer and Kokomo Gas and Fuel Company.

Cause No. 43669

Citizens Gas, Northern Indiana Public Service Company (NIPSCO), and Vectren

The large gas utilities (Citizens, NIPSCO, and Vectren) are seeking approval to reinstate the alternative regulatory plan regarding customer bill assistance programs, which are known as the Universal Service Program (USP) or Winter Warmth, through May 2011.

Cause No. 43677

E. Com Technologies, LLC

The IURC initiated an investigation into E.Com Technologies, LLC, a monopoly provider within the Centennial development ub Westfield. The Commission initiated the case after complaints by residents of the community. E.Com is an affiliate of the developer of the community.

Cause No. 43680

Indiana American Water Company, Inc.

Indiana-American Water Company, Inc. requested a 29.32% increase for the majority of its service areas. One important issue is how to fund the pension fund that has seen a dramatic decrease due to the credit crisis in 2008. Per the Minimum Standard Filing Requirements rule, this case must be completed by April 29, 2010.

Cause No. 43704

City of Indianapolis

The city of Indianapolis' Telecom and Video Services Agency filed a complaint on June 8, 2009 against Bright House Networks, LLC. The complaint requests that the IURC order Bright House to remit payment of outstanding franchise fees and interest and to order the installation of cable drops upon request by qualified public entities within the city of Indianapolis.

Significant Cases

Pending

Cause No. 43706

Northern Indiana Public Service Company (NIPSCO)

In this complaint, certain developers are requesting that the IURC investigate NIPSCO'S charges, practices, acts and service as well as its compliance with rules and regulations governing the extension of facilities to supply gas and electric service to residential developments.

Significant Cases

Decided

Cause No. 43114 IGCC-1

Duke Energy, Indiana

01/07/09

On January 7, 2009, the Commission issued an order for Cause No. 43114 IGCC-1 that approved the updated \$2.350 billion estimated construction cost for the IGCC project; authorized Duke to proceed with a study to determine the feasibility of adding carbon capture capability to the plant; approved the incentive treatment of deferred income taxes to the initial \$1.985 billion estimate and denying the company's request to extend this incentive treatment to the \$2.350 billion estimate; and approved Duke's Standard Contract Rider, No. 61.

Cause No. 43154

Indiana Gasification, LLC, Vectren North and South, NIPSCO, Citizens Gas

12/03/08

On December 3, 2008, the Commission issued an Order that dismissed this matter at the request of the parties. The joint petitioners were pursuing the development of a coal gasification plant that would have provided synthetic natural gas to the utilities' gas customers; gas supply to NIPSCO for use in powering its electric generating facilities; and electric supply generated on site to be purchased by NIPSCO.

Cause No. 43306

Indiana Michigan Power Company (I&M)

03/04/09

The Commission issued an order authorizing I&M to increase its rates and charges by 4.58% with the stipulation that I&M must file a petition with the Commission, initiating a new rate case, no later than five years from the date of the order. In accordance with the settlement agreement between I&M, the OUCC, CAC, Fort Wayne, the Industrial Group, and South Bend, I&M was authorized to use accounting procedures necessary to implement the ratemaking and tracking mechanisms such as the DSM Tracker, the Environmental Compliance Tracker, the PJM Tracker, and the OSS Margins Sharing Mechanism. Modifications to the settlement agreement, applied for purposes of satisfying the public interest, included stipulations relating to I&M's DSM initiatives, nuclear decommissioning, OSS margins, the PJM/AEP interconnection agreement and terms/conditions of service.

Cause No. 43331

Utility Center, Inc. d/b/a Aqua Indiana, Inc.

8/27/2008

The IURC approved a settlement agreement between the company and the Indiana Office of Utility Consumer Counselor, which allowed a 75% across-the-board increase in water and sewer rates in two phases: 50% in Phase I and 25% in Phase II. The rates and charges should produce total annual operating revenues of \$5,461,055, which after annual operating expenses of \$5,009,194 are expected to result in annual net operating income of \$451,861.

Cause No. 43342

Boonville Natural Gas Corporation

Chandler Natural Gas Corporation

8/27/08 and 10/08/08

On August 27, 2008, the IURC approved Boonville Natural Gas and Chandler Natural Gas' petition to consolidate their operations into one utility – Boonville Natural Gas Corporation. Under the same order, Boonville eliminated the commodity cost of gas from base rates. In an order on reconsideration, dated October 8, 2008, Boonville received a 24.88% revenue increase, exclusive of gas costs. The order of reconsideration also approved...

Significant Cases

Decided

...Boonville to increase its operating revenue from \$420,118 to \$437,922 and allowed the utility to earn a net operating income up to \$322,530 based on a cost of equity of 10.40% and a 9.23% rate of return as approved in the August order.

Cause No. 43377

Community Natural Gas Co., Inc.

5/28/08 and 8/27/08

The IURC approved a settlement agreement between the OUCC and Community Natural Gas Company and incorporated it into the interim order issued on May 28, 2008. The interim order allowed Community Natural Gas to increase its rates and charges by \$301,942, exclusive of gas costs. The approved interim order also allowed Community to earn a net operating income of \$458,049 based on a rate base of \$6,332,251 and a 7.23% rate of return.

The final order approved on August 27, 2008, which incorporated both settlement agreement I and II, allowed Community Natural Gas to increase its rates and charges to produce additional operating revenue in the amount of \$429,447. The Commission also provided the utility with the opportunity to earn a net operating income of \$514,110 based on a cost of equity of 10.20% and an 8.20% rate of return.

Cause No. 43388

Clay County Rural Telephone Cooperative, Inc.

10/29/2008

On November 16, 2007 Clay County Rural Telephone Cooperative, Inc. d/b/a Endeavor Communications filed a petition appealing a resolution determined by the IURC Consumer Affairs Division (CAD). The CAD had received complaints related to calls by Endeavor customers between exchanges that were in the past billed as local calls but were now being billed as toll calls. The CAD decision stated that Endeavor should do the following: stop billing and collecting toll charges on all calls to Indianapolis exchanges from the Monrovia Exchange as governed by the EAS agreement; honor the then-current EAS agreement governing calls from the Monrovia Exchange to Indianapolis exchanges; and issue refunds to those customers who filed complaints with the CAD for all toll charges subject to the EAS agreement collected within the last twelve (12) months. An order was issued on October 29, 2008 finding that Endeavor should refund its EAS customers all long-distance charges assessed for calls between the Monrovia and Indianapolis areas that were previously subject to the terms of the EAS agreement between the dates of September 25, 2007 and December 3, 2007. The refund addresses the fact that Endeavor's change of the terms of service by reducing of the benefit historically provided to its customers in exchange for payment of the EAS fee occurred without proper notice. Additionally, Endeavor was ordered to issue a clearly worded list to its members of all Indianapolis NXXs previously subject to the EAS agreement to which long-distance charges now apply and advise its members that they may still be liable for long-distance charges to numbers that have been or may in the future be ported to other carriers.

Cause No. 43392

Eastern Bartholomew Water Corporation

9/24/2008

The IURC approved a settlement agreement between the company and the Indiana Office of Utility Consumer Counselor, which allowed a 7.01% across-the-board increase in rates and charges. The rates and charges should produce total annual operating revenues of \$1,756,960.

Significant Cases Decided

Cause 43396 and 43396 S1

Northern Indiana Public Service Company (NIPSCO)

05/28/08 and 02/18/09

On May 28, 2008, the Commission issued an order in Cause No. 43396 granting a CPCN to NIPSCO for the purchase of the Sugar Creek plant. NIPSCO subsequently succeeded in ending the contractual commitment of Sugar Creek into PJM through May of 2010 and integrated the facility into the Midwest ISO as a designated network resource to serve its Indiana customers effective December 1, 2008. On February 18, 2009, the Commission issued an order for Cause No. 43396 S1 approving the settlement agreement related to deferred accounting treatment. The Commission granted NIPSCO the authority to defer carrying charges and depreciation expenses from December 1, 2008 until the approval of a final order in NIPSCO's pending rate proceeding in Cause No. 43526.

Cause No. 43431

LMH Utilities, Inc.

1/21/2009

The IURC granted LMH Utilities, Inc. a 20.84% across-the-board increase in rates and charges. The rates and charges should produce total annual operating revenues of \$803,852, which after annual operating expenses of \$651,547, are expected to result in annual net operating income of \$152,305. The IURC also imposed additional reporting and recordkeeping requirements based on a history of deficiency.

Cause No. 43434

Indiana Natural Gas Corporation

10/08/08

The IURC approved a settlement agreement that allowed Indiana Natural Gas Corporation to produce additional operating revenue in the amount of \$525,034, exclusive of gas costs. The Commission also authorized a net operating income up to \$454,590 based on a cost of equity of 10.20% and a rate of return of 9.45% on its original cost rate base of \$4,810,472.

Cause No. 43453

Utility Center, Inc. d/b/a Aqua Indiana, Inc.

3/29/2009

The IURC approved a settlement between the company and the city of Fort Wayne for approval of the transfer of a portion of its plant and property and to relinquish its authority to provide water and sewage service to certain portions of Allen County due to condemnation proceedings by the city of Fort Wayne.

Cause No. 43463

Citizens Gas

9/17/08

The IURC modified and approved a settlement agreement that increased Citizens' operating revenue by \$16,500,000 or 3.7% yielding operating revenue of \$456,892,884. The approved settlement agreement also authorized Citizens to recover the gas cost component net write-off costs at a fixed net write-off ratio of 0.80% through its GCA, inclusive of unaccounted-for-gas.

Cause No. 43502

Kingsford Heights Municipal Water Utility

3/29/2009

The IURC approved a settlement agreement between the company and the Indiana Office of Utility Consumer...

Significant Cases Decided

...Counselor, with the utility receiving an overall rate increase of 34.44%. As part of the settlement, the rate structure was altered to decrease the usage limit in the first rate block.

Cause No. 43520

Indiana Utilities Corporation

1/21/09

The IURC modified and approved a settlement agreement for Indiana Utilities Corporation to increase its base rates and charges by \$306,620, exclusive of gas costs. The Commission also authorized a net operating income up to \$422,993 based on a cost of equity of 10.30% and a rate of return of 8.66% on its original cost rate base of \$4,884,449.

Cause No. 43525

BP Products North America

06/27/08

On June 27, 2008, BP Products North America proposed to the Commission issuance of applicable certificates, permits and authority to provide services to entities adjacent to and within the footprint of its Whiting, Indiana refinery. BP also requested that the Commission decline to exercise its jurisdiction over BP and its services through the alternative regulatory plan. The Commission found BP to be functioning as a utility in many aspects of its operation. The decision is presently on appeal by BP.

Cause No. 43527

Aurora Municipal Gas Utility

1/30/09

The IURC approved a settlement agreement that increased Aurora's rates and charges by \$167,875 or approximately 4.58% yielding total annual net revenues of \$3,830,152.

Cause No. 43577

Southern Indiana Gas and Electric Company (SIGECO)

02/18/09

On February 18, 2009, the Commission issued its order in Cause No. 43577. This added the first alternative energy facility to an investor-owned utility's rate base that is premised on I.C. 8-1-8.8, which supports Indiana's clean coal and energy projects incentives. Under the order, the Commission issued a CPCN for the acquisition and operation of a new landfill gas facility using gas from the Blackfoot Landfill in Pike County, Indiana; found the Blackfoot Project to be a reasonable and necessary "clean coal and energy project"; approved the agreed upon renewable energy credits and production tax credits; approved the alternative regulatory plan for treatment of cost recovery; and authorized SIGECO to recover the revenue requirement associated with the Blackfoot Project through implementation of its proposed Blackfoot Landfill Generation Adjustment.

Cause No. 43599

Indiana Bell Telephone Company, Inc.

7/08/2009

On October 27, 2008, Indiana Bell Telephone Company, Inc. filed a petition for termination of the code of conduct requirement imposed in Cause No. 41998. The Commission found that due to changes in the communications industry and the passage of time, the continued imposition of a single-state, single-provider code of conduct as required by the final order in Cause No. 41998 is unnecessary and inconsistent with the General Assembly's regulatory parity mandate and unwarranted in the competitive environment.

Significant Cases Decided

Cause No. 43611

*Boonville Natural Gas Corporation
Chandler Natural Gas Corporation
1/30/09*

The IURC authorized the merger of Boonville Natural Gas Corporation and Chandler Natural Gas Corporation into one entity with the surviving entity being Boonville Natural Gas Corporation. Upon approval of the acquisition, Boonville Natural Gas Corporation gained all assets, franchises, contracts, and obligations.

Cause No. 43621

Comcast Phone of Central Indiana, LLC

On December 18, 2008, Comcast Phone of Central Indiana, LLC filed a petition for arbitration of an interconnection agreement with Tri-County Telephone Co., Inc. d/b/a TDS Telecom and Tipton Telephone Co. d/b/a TDS Telecom pursuant to Section 252 of the Federal Communications Act of 1934, as amended, and applicable state laws. The Commission issued an order on 9/3/09 finding in favor of Comcast. The Commission determined that Comcast qualified as a “telecommunication carrier,” which entitled it to interconnection with TDS.

Cause No. 43629

*Northern Indiana Public Service Company (NIPSCO)
8/26/2009*

The IURC approved NIPSCO’s request to terminate the alternative regulatory plan approved by the Commission in Cause No. 41338 and authorized the filing of a quarterly GCA in accordance with I.C. 8-1-2-42.

Cause No. 43670

*Commission Investigation
6/30/2009*

The IURC initiated an investigation regarding Comcast’s compliance with various orders of the commission that allow multiple Comcast business units with Certificates of Franchise Authority to provide video services in the state of Indiana. Although Comcast had filed quarterly census block information indicating its actual service areas, the Commission had not received maps indicating the areas in which Comcast was offering video services despite repeated informal requests. In response to the Commission’s initiation of this investigation, Comcast retained a mapping company to produce two-dimensional visual representations of each of the 64,468 census blocks in which it has retail video facilities. These maps were supplied electronically as part of Comcast’s compliance filing in this cause. The Commission found that Comcast’s compliance filing appeared to be an accurate representation of where Comcast is actually offering service.

Residential Electric Bill

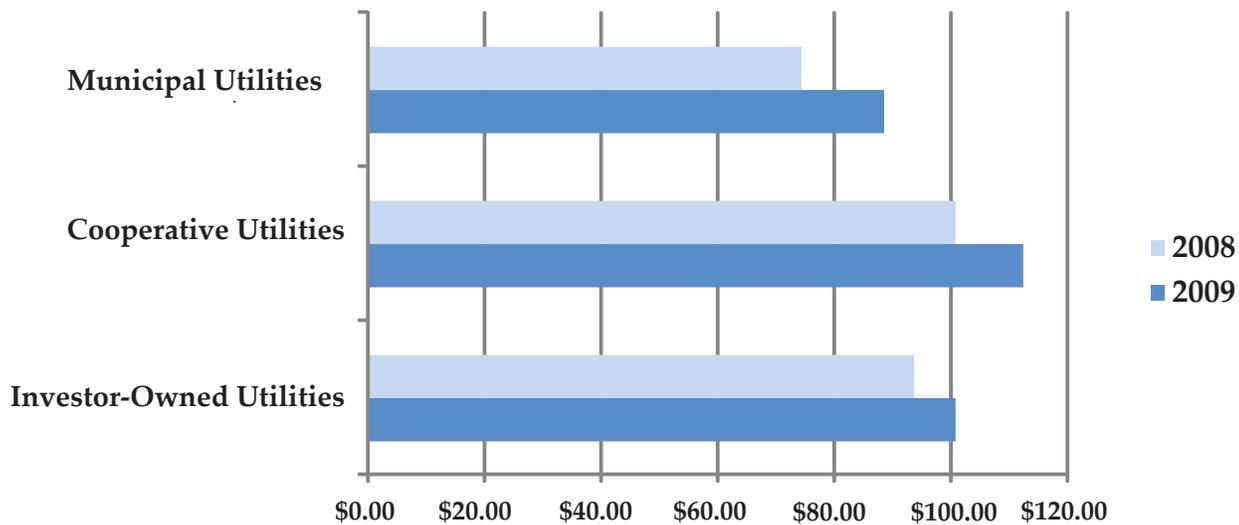
Jurisdictional Electric Utility Residential Customer Bill Year-to-Year Comparison for 1000 kWh Usage July 1, 2009 Billing

<i>Municipal Utilities</i>	2009	2008	% Change
Anderson Municipal	\$97.69	\$84.41	15.73%
Auburn Municipal	\$53.32	\$48.50	9.93%
Columbia City Municipal	\$86.70	\$84.25	2.91%
Crawfordsville Municipal	\$88.04	\$81.85	7.57%
Frankfort Municipal	\$82.57	\$76.60	7.80%
Kingsford Heights Municipal	\$96.87	\$80.08	20.97%
Knightstown Municipal	\$93.63	\$82.12	14.01%
Lebanon Municipal	\$85.72	\$79.39	7.97%
Logansport Municipal	\$98.02	\$91.34	7.32%
Mishawaka Municipal	\$80.61	\$63.53	26.90%
Peru Municipal	\$95.91	\$82.08	16.85%
Richmond Municipal	\$94.93	\$81.33	16.72%
Straughn Municipal	\$76.04	\$77.17	-1.46%
Tipton Municipal	\$83.04	\$81.32	2.12%
Troy Municipal	\$115.45	\$103.84	11.18%
Municipal Averages	\$88.57	\$74.58	10.91%
<i>Cooperative Utilities</i>			
Harrison County REMC	\$106.56	\$97.85	8.90%
Jackson County REMC	\$106.08	\$87.57	21.13%
Marshall County REMC	\$128.68	\$118.63	8.47%
Northeastern REMC	\$108.86	\$99.34	9.58%
Cooperative Averages	\$112.54	\$100.85	11.60%
<i>Investor-Owned Utilities</i>			
Duke Energy Indiana	\$98.75	\$96.62	2.20%
Indiana Michigan Power D/B/A AEP	\$84.64	\$73.66	14.90%
Indianapolis Power & Light Co.	\$83.43	\$74.72	11.66%
Northern Indiana Public Service Co.	\$108.56	\$105.37	3.03%
Southern Indiana Gas & Electric D/B/A Vectren	\$128.90	\$119.04	8.29%
Investor-Owned Averages	\$100.86	\$93.88	7.43%

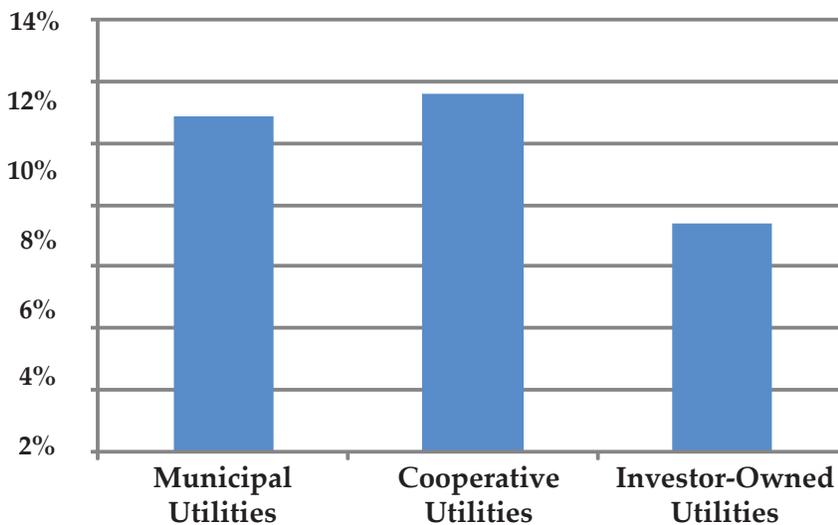
Electric Bill Comparison

Residential Customers

Year-to-Year Average Comparisons for 1000 kWh Usage
2008 and 2009



Percent Change for 1000 kWh Usage
2008 to 2009



Electric Bill Survey

Residential Customers

Jurisdictional Electric Utility Residential Customer Bill Survey July 1, 2009 Billing

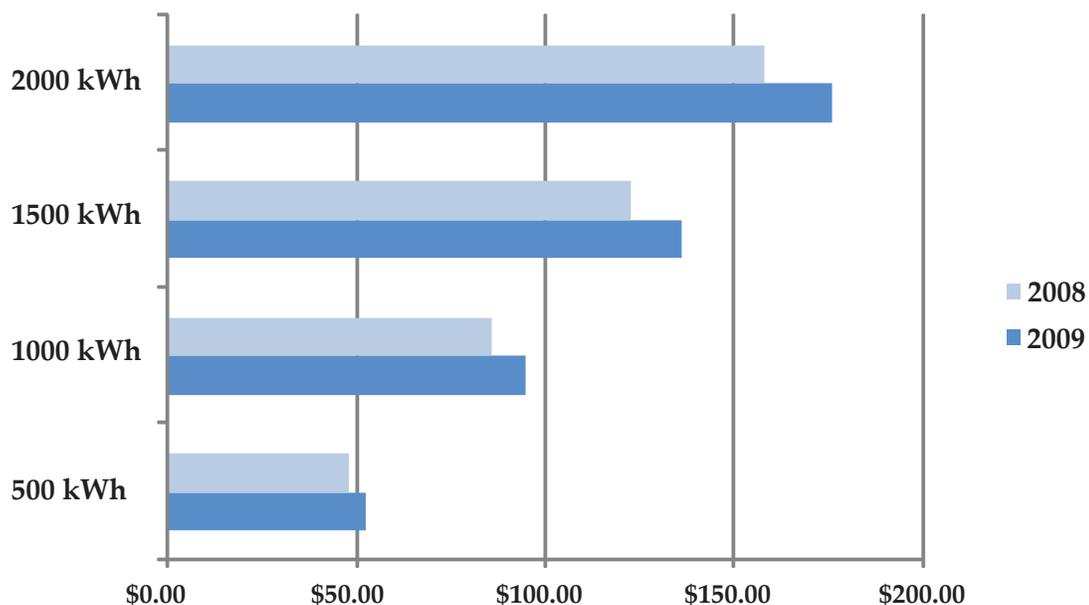
← kWh Consumption →

<i>Municipal Utilities</i>	500	1000	1500	2000
Anderson Municipal	\$53.77	\$97.69	\$141.62	\$183.34
Auburn Municipal	\$29.16	\$53.32	\$77.48	\$101.64
Columbia City Municipal	\$47.10	\$86.70	\$126.31	\$165.91
Crawfordsville Municipal	\$47.51	\$88.04	\$126.36	\$164.68
Frankfort Municipal	\$46.42	\$82.57	\$118.72	\$150.57
Kingsford Heights Municipal	\$50.19	\$96.87	\$143.56	\$190.25
Knightstown Municipal	\$49.12	\$93.63	\$133.84	\$174.05
Lebanon Municipal	\$46.24	\$85.72	\$121.39	\$157.06
Logansport Municipal	\$53.42	\$98.02	\$140.21	\$181.40
Mishawaka Municipal	\$45.30	\$80.61	\$115.92	\$151.23
Peru Municipal	\$51.24	\$95.91	\$138.97	\$182.03
Richmond Municipal	\$55.24	\$94.93	\$134.63	\$172.59
Straughn Municipal	\$38.92	\$76.04	\$113.17	\$150.29
Tipton Municipal	\$44.52	\$83.04	\$119.27	\$155.50
Troy Municipal	\$60.59	\$115.45	\$170.32	\$225.18
<i>Cooperative Utilities</i>				
Harrison County REMC	\$62.77	\$106.56	\$146.35	\$181.58
Jackson County REMC	\$60.54	\$106.08	\$151.61	\$197.15
Marshall County REMC	\$73.11	\$128.68	\$173.74	\$218.81
Northeastern County REMC	\$63.65	\$108.86	\$154.06	\$193.76
<i>Investor-Owned Utilities</i>				
Duke Energy Indiana	\$59.90	\$98.75	\$132.77	\$166.77
Indiana Michigan Power D/B/A AEP	\$45.72	\$84.64	\$123.56	\$162.48
Indianapolis Power & Light Co.	\$52.97	\$83.43	\$113.91	\$144.38
Northern Indiana Public Service Co.	\$57.61	\$108.56	\$159.51	\$210.46
Southern Indiana Gas & Electric Co. D/B/A Vectren	\$69.23	\$128.90	\$188.58	\$248.25
Average for 2009 Survey	\$52.68	\$95.13	\$136.08	\$176.22
Average for 2008 Survey	\$48.33	\$86.28	\$122.72	\$158.37
% Change	8.99%	10.26%	10.88%	11.27%

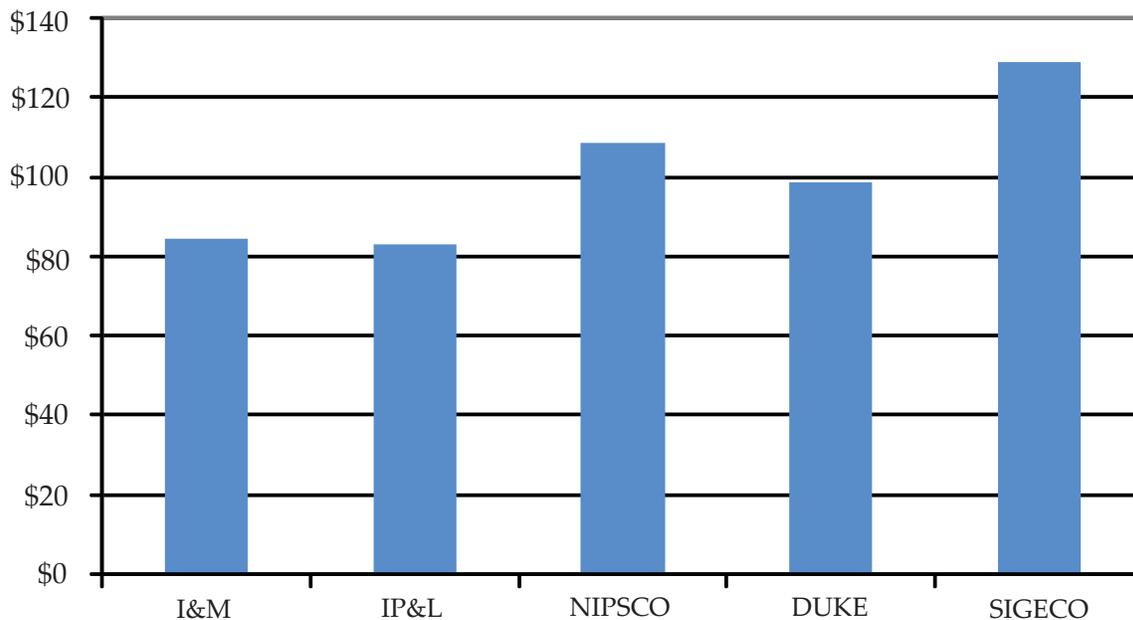
Electric Bill Comparison

Residential Customers

Year-to-Year Average kWh Comparisons Across All Electric Utilities
2008 to 2009



Investor-Owned Utility Comparison
Residential Bills at 1,000 kWh
July 1, 2009 Billing

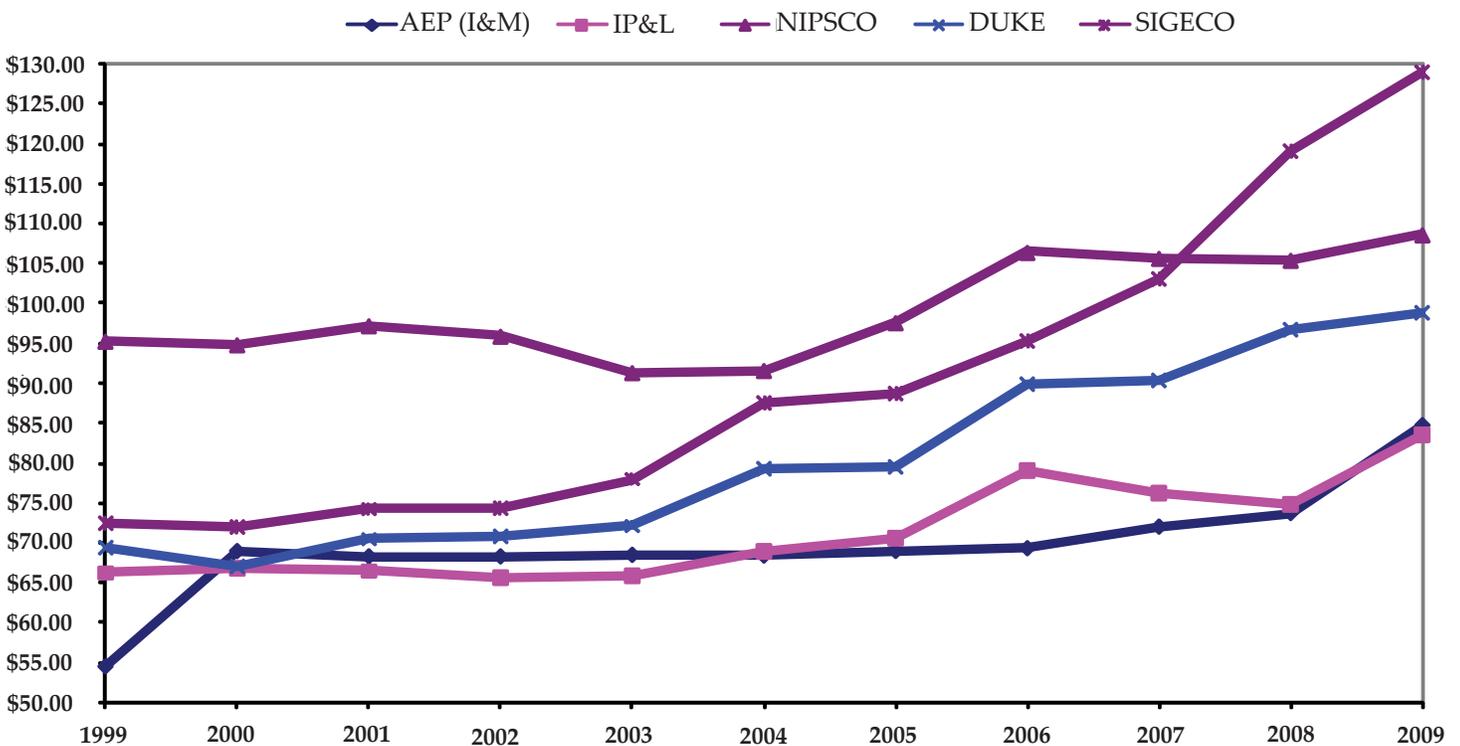


Electric Bill Comparison

Residential Customers

Utility	5-Year Change		10-Year Change	
Indiana Michigan Power D/B/A AEP	\$16.30	23.9%	\$30.16	55.4%
Indianapolis Power & Light	\$14.51	21.1%	\$17.21	26.0%
Northern Indiana Public Service Co.	\$17.01	18.6%	\$13.34	14.0%
Duke Energy Indiana	\$19.55	24.7%	\$29.39	42.4%
Southern Indiana Gas & Electric Co.	\$41.36	47.2%	\$56.51	78.1%

**10-Year Investor-Owned Utility Comparison
Residential Bills at 1,000 kWh**



Electric Bill Comparison

Residential Customers

Indiana Investor-Owned Electric Utilities
 Base and Variable (Tracker) Bill Components
 1000 kWh Usage, July 1, 2009 Billing

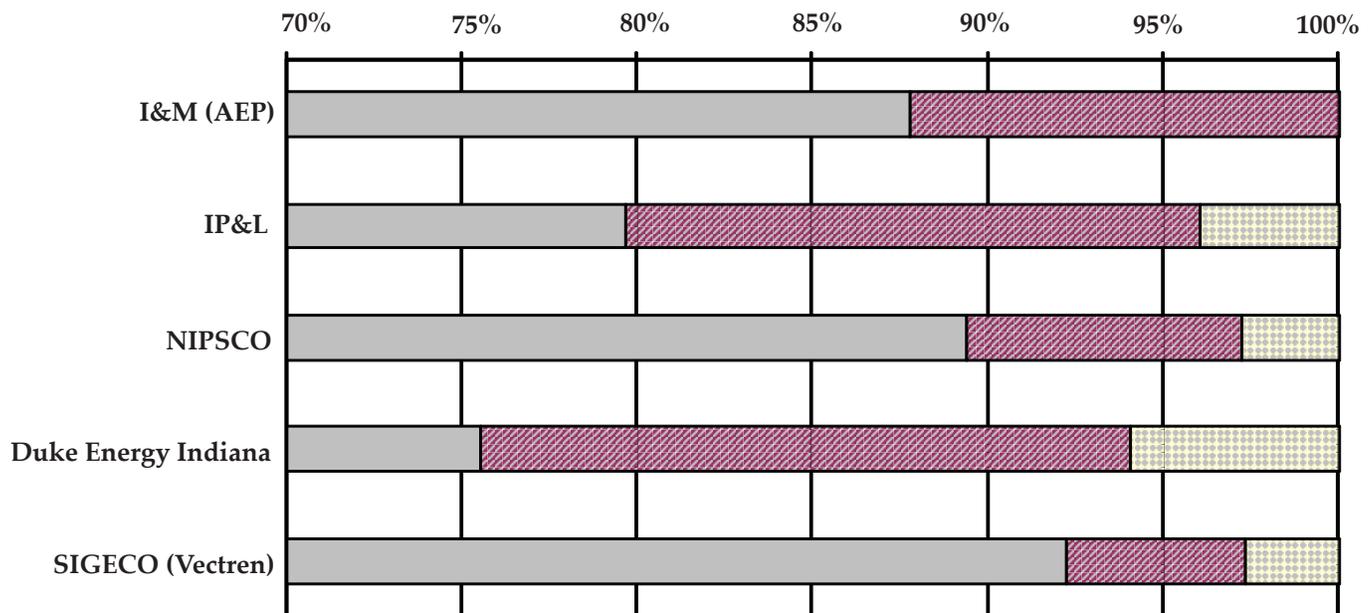
Utility	Base \$	Variable \$	Total \$
Indiana Michigan Power D/B/A AEP	\$74.30	\$10.34	\$84.64
Indianapolis Power & Light Co.	\$66.50	\$16.93	\$83.43
Northern Indiana Public Service Co.	\$97.06	\$11.50	\$108.56
Duke Energy Indiana	\$74.61	\$24.14	\$98.75
Southern Indiana Gas and Electric Co. D/B/A Vectren	\$118.90	\$10.00	\$128.90

Note:

Northern Indiana Public Service Co. base amount includes a \$6.36 credit applied through the FAC.
 Duke Energy, Indiana base amount includes a \$0.59 amortization removal credit.

Investor-Owned Utility Comparison % of Bill Composition

■ Base Rate % ■ Expense Adjustment % ■ Capital Adjustment %



Residential Gas Bills

Residential Natural Gas Bills Comparison By Therm Usage January 1, 2009 Billing

← Consumption →

Utilities	Ownership	Last Rate Case	Order Date	150 Therms	200 Therms	250 Therms
Aurora Municipal Gas	Municipal	40842	9/25/97	\$186.55	\$247.85	\$309.16
Boonville Natural Gas	IOU	41558-U	2/16/00	\$250.45	\$328.66	\$406.87
Citizens Gas	Municipal	42767	08/29/07	\$193.77	\$253.20	\$312.62
Citizens Gas of Westfield	IOU	42095-U	2/27/02	\$193.21	\$249.89	\$306.57
Community Natural Gas	IOU	42452	11/20/03	\$214.49	\$279.20	\$343.92
Fountaintown Gas	IOU	40494	3/5/97	\$169.90	\$223.31	\$276.71
Indiana Gas Company (Vectren North)	IOU	42598	11/30/04	\$180.71	\$236.02	\$291.32
Indiana Natural Gas	IOU	42452	11/20/03	\$214.49	\$279.20	\$343.92
Indiana Utilities	IOU	42426	11/25/03	\$241.79	\$317.56	\$393.32
Kokomo Gas and Fuel	IOU	38096	7/29/87	\$178.74	\$232.83	\$286.91
Lawrenceburg Gas	IOU	43090	6/20/07	\$219.06	\$283.06	\$341.05
Midwest Natural Gas	IOU	43229	11/20/07	\$201.15	\$261.88	\$322.60
Northern Indiana Fuel & Light (NIFL)	IOU	39145	1/29/92	\$182.22	\$238.63	\$295.05
Northern Indiana Public Service Co. (NIPSCO)	IOU	38380	10/26/88	\$192.24	\$254.20	\$323.91
Ohio Valley Gas Corp. (ANR) *	IOU	43209	10/10/07	\$190.75	\$249.50	\$308.25
Ohio Valley Gas Corp. (TXG) *	IOU	43209	10/10/07	\$235.39	\$309.02	\$382.65
Ohio Valley Gas, Inc. *	IOU	43208	10/10/07	\$209.26	\$274.18	\$339.10
Snow & Ogden Gas	IOU	42821-U	11/22/05	\$109.19	\$145.49	\$181.79
South Eastern Indiana Natural Gas Co.	IOU	40965-U	12/23/97	\$212.04	\$276.97	\$341.89
Southern Indiana Gas and Electric Co. (Vectren South)	IOU	43112	8/1/07	\$195.95	\$257.01	\$318.07
Switzerland County Natural Gas	IOU	42844	8/31/05	\$198.27	\$259.78	\$321.30
Valley Rural Utility Company (1)	NFP	42115	5/8/02	\$226.80	\$298.60	\$370.40
Industry Average				\$199.53	\$261.33	\$323.49

Note:

Drawing conclusions about a utility's performance is difficult due to many factors such as utility size and resources, period from the last rate case, storage options, geographic location, base rates, customer density and gas cost adjustment in effect at the time of the bill calculations.

Rates do not include NTA.

For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

Residential Gas Bills

Residential Natural Gas Bills Comparison By 200 Therm Usage January 1, 2009 Billing

Utilities	5-Year Average	2009	2008	2007	2006	2005
Aurora Municipal Gas	\$263.42	\$247.85	\$228.55	\$261.15	\$338.94	\$240.59
Boonville Natural Gas	\$281.33	\$328.66	\$253.30	\$295.50	\$310.11	\$219.08
Chandler Natural Gas	\$260.96	\$328.66	\$220.26	\$272.24	\$292.09	\$191.54
Citizens Gas	\$222.75	\$253.20	\$201.60	\$225.48	\$242.99	\$190.49
Citizens Gas of Westfield	\$232.34	\$249.89	\$223.61	\$231.35	\$262.97	\$193.87
Community Natural Gas	\$249.00	\$279.20	\$213.84	\$259.70	\$286.17	\$206.08
Fountaintown Gas	\$243.06	\$223.31	\$227.18	\$284.26	\$240.55	\$239.98
Indiana Gas Company (Vectren North)	\$233.12	\$236.02	\$207.68	\$222.64	\$289.58	\$209.70
Indiana Natural Gas	\$253.00	\$272.51	\$231.69	\$255.25	\$301.16	\$204.41
Indiana Utilities	\$274.77	\$317.56	\$249.16	\$277.87	\$290.98	\$238.26
Kokomo Gas and Fuel	\$206.09	\$232.83	\$197.42	\$189.58	\$227.66	\$182.98
Lawrenceburg Gas	\$280.40	\$283.06	\$262.64	\$264.60	\$343.38	\$248.34
Midwest Natural Gas	\$247.52	\$261.88	\$232.43	\$255.12	\$293.04	\$195.12
Northern Indiana Fuel & Light (NIFL)	\$209.97	\$238.63	\$201.39	\$201.15	\$220.71	\$187.95
Northern Indiana Public Service Co. (NIPSCO)	\$226.62	\$254.20	\$205.10	\$181.64	\$295.08	\$199.70
Ohio Valley Gas Corp. (ANR) *	\$254.84	\$249.50	\$264.06	\$269.02	\$264.24	\$227.40
Ohio Valley Gas Corp. (TXG) *	\$278.77	\$309.02	\$282.10	\$280.18	\$286.74	\$235.80
Ohio Valley Gas, Inc. *	\$257.75	\$274.18	\$251.58	\$268.60	\$276.84	\$217.56
Snow & Ogden Gas	\$136.43	\$145.49	\$145.49	\$145.49	\$145.49	\$100.20
South Eastern Indiana Natural Gas Co.	\$257.51	\$276.97	\$222.08	\$271.62	\$266.45	\$250.45
Southern Indiana Gas and Electric Co. (Vectren South)	\$230.73	\$257.01	\$221.57	\$213.04	\$290.30	\$171.72
Switzerland County Natural Gas	\$265.23	\$259.78	\$218.00	\$292.82	\$382.34	\$173.19
Valley Rural Utility Company (1)	\$303.91	\$298.60	\$291.80	\$318.67	\$362.55	\$247.95
Industry Average	\$246.50	\$264.26	\$228.48	\$249.55	\$283.17	\$207.49

Note:

Drawing conclusions about a utility's performance is difficult due to many factors such as utility size and resources, period from the last rate case, storage options, geographic location, base rates, customer density and gas cost adjustment in effect at the time of the bill calculations.

Rates do not include NTA.

For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

(1) Valley Rural Utility Company began natural gas service in July 2003. There is not enough data at this point in time for the utility to be included in the 10-year average.

Residential Gas Bills

Residential Natural Gas Bills (2005-2009) Comparison By 200 Therm Usage January 1, 2009 Billing

Utilities	10-Year Average	2009	2008	2007	2006	2005
Aurora Municipal Gas	\$212.91	\$247.85	\$228.55	\$261.15	\$338.94	\$240.59
Boonville Natural Gas	\$227.05	\$328.66	\$253.30	\$295.50	\$310.11	\$219.08
Chandler Natural Gas (2)	\$206.55	\$328.66	\$220.26	\$272.24	\$292.09	\$191.54
Citizens Gas	\$182.02	\$253.20	\$201.60	\$225.48	\$242.99	\$190.49
Citizens Gas of Westfield	\$205.61	\$249.89	\$223.61	\$231.35	\$262.97	\$193.87
Community Natural Gas	\$199.34	\$279.20	\$213.84	\$259.70	\$218.88	\$206.08
Fountaintown Gas	\$193.84	\$223.31	\$227.18	\$284.26	\$240.55	\$239.98
Indiana Gas Company (Vectren North)	\$192.94	\$236.02	\$207.68	\$222.64	\$289.58	\$209.70
Indiana Natural Gas	\$207.99	\$272.51	\$231.69	\$255.25	\$301.16	\$204.41
Indiana Utilities	\$220.76	\$317.56	\$249.16	\$277.87	\$290.98	\$238.26
Kokomo Gas and Fuel	\$169.12	\$232.83	\$197.42	\$189.58	\$227.66	\$182.98
Lawrenceburg Gas	\$225.74	\$283.06	\$262.64	\$264.60	\$343.38	\$248.34
Midwest Natural Gas	\$198.70	\$261.88	\$232.43	\$255.12	\$293.04	\$195.12
Northern Indiana Fuel & Light (NIFL)	\$179.08	\$238.63	\$201.39	\$201.15	\$220.71	\$187.95
Northern Indiana Public Service Co. (NIPSCO)	\$194.70	\$254.20	\$205.10	\$181.64	\$295.08	\$199.70
Ohio Valley Gas Corp. (ANR) *	\$213.44	\$249.50	\$264.06	\$269.02	\$264.24	\$227.40
Ohio Valley Gas Corp. (TXG) *	\$218.27	\$309.02	\$282.10	\$280.18	\$286.74	\$235.80
Ohio Valley Gas, Inc. *	\$206.60	\$274.18	\$251.58	\$268.60	\$276.84	\$217.56
Snow & Ogden Gas	\$118.32	\$145.49	\$145.49	\$145.49	\$145.49	\$100.20
South Eastern Indiana Natural Gas Co.	\$210.14	\$276.97	\$222.08	\$271.62	\$266.45	\$250.45
Southern Indiana Gas and Electric Co. (Vectren South)	\$179.15	\$257.01	\$221.57	\$213.04	\$290.30	\$171.72
Switzerland County Natural Gas	\$211.65	\$259.78	\$218.00	\$292.82	\$382.34	\$173.19
Industry Average	\$198.81	\$262.70	\$225.61	\$246.41	\$276.51	\$205.66

Note:

Drawing conclusions about a utility's performance is difficult due to many factors such as utility size and resources, period from the last rate case, storage options, geographic location, base rates, customer density and gas cost adjustment in effect at the time of the bill calculations.

Rates do not include NTA.

For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

(2) Chandler Natural Gas merged with Boonville Natural Gas on August 27, 2008 in Cause No. 43342.

Residential Gas Bills

Residential Natural Gas Bills (2000-2004) Comparison By Therm Usage January 1, 2009 Billing

Utilities	10-Year Average	2004	2003	2002	2001	2000
Aurora Municipal Gas	\$212.91	\$205.25	\$147.77	\$184.96	\$156.95	\$117.06
Boonville Natural Gas	\$227.05	\$196.18	\$172.63	\$205.70	\$179.66	\$109.67
Chandler Natural Gas	\$206.55	\$171.08	\$148.57	\$179.36	\$153.39	\$108.35
Citizens Gas	\$182.02	\$167.85	\$146.66	\$125.92	\$157.44	\$108.58
Citizens Gas of Westfield	\$205.61	\$204.97	\$167.15	\$213.05	\$185.36	\$123.92
Community Natural Gas	\$199.34	\$199.96	\$145.77	\$205.47	\$150.16	\$114.31
Fountaintown Gas	\$193.84	\$139.58	\$144.86	\$180.32	\$139.60	\$118.76
Indiana Gas Company (Vectren North)	\$192.94	\$179.40	\$161.32	\$133.22	\$175.40	\$114.46
Indiana Natural Gas	\$207.99	\$208.96	\$151.36	\$178.29	\$154.18	\$122.08
Indiana Utilities	\$220.76	\$209.20	\$150.89	\$189.05	\$158.65	\$125.97
Kokomo Gas and Fuel	\$169.12	\$165.80	\$131.60	\$154.01	\$113.27	\$96.00
Lawrenceburg Gas	\$225.74	\$213.09	\$156.64	\$197.22	\$164.24	\$124.22
Midwest Natural Gas	\$198.70	\$205.12	\$125.25	\$155.57	\$151.34	\$112.11
Northern Indiana Fuel & Light (NIFL)	\$179.08	\$170.11	\$141.90	\$192.85	\$130.65	\$105.41
Northern Indiana Public Service Co. (NIPSCO)	\$194.70	\$181.31	\$179.35	\$127.81	\$210.91	\$114.53
Ohio Valley Gas Corp. (ANR) *	\$213.44	\$225.70	\$164.94	\$180.37	\$168.81	\$120.33
Ohio Valley Gas Corp. (TXG) *	\$218.27	\$220.18	\$144.48	\$168.15	\$157.27	\$98.75
Ohio Valley Gas, Inc. *	\$206.60	\$223.52	\$137.72	\$172.89	\$148.97	\$94.09
Snow & Ogden Gas	\$118.32	\$100.20	\$100.20	\$100.20	\$100.20	\$100.20
South Eastern Indiana Natural Gas Co.	\$210.14	\$211.19	\$147.09	\$172.41	\$162.41	\$120.71
Southern Indiana Gas and Electric Co. (Vectren South)	\$179.15	\$154.84	\$146.42	\$108.80	\$134.82	\$92.94
Switzerland County Natural Gas	\$211.65	\$173.19	\$144.31	\$199.79	\$150.85	\$122.19
Industry Average	\$198.81	\$187.58	\$148.04	\$169.34	\$154.75	\$112.03

Note:

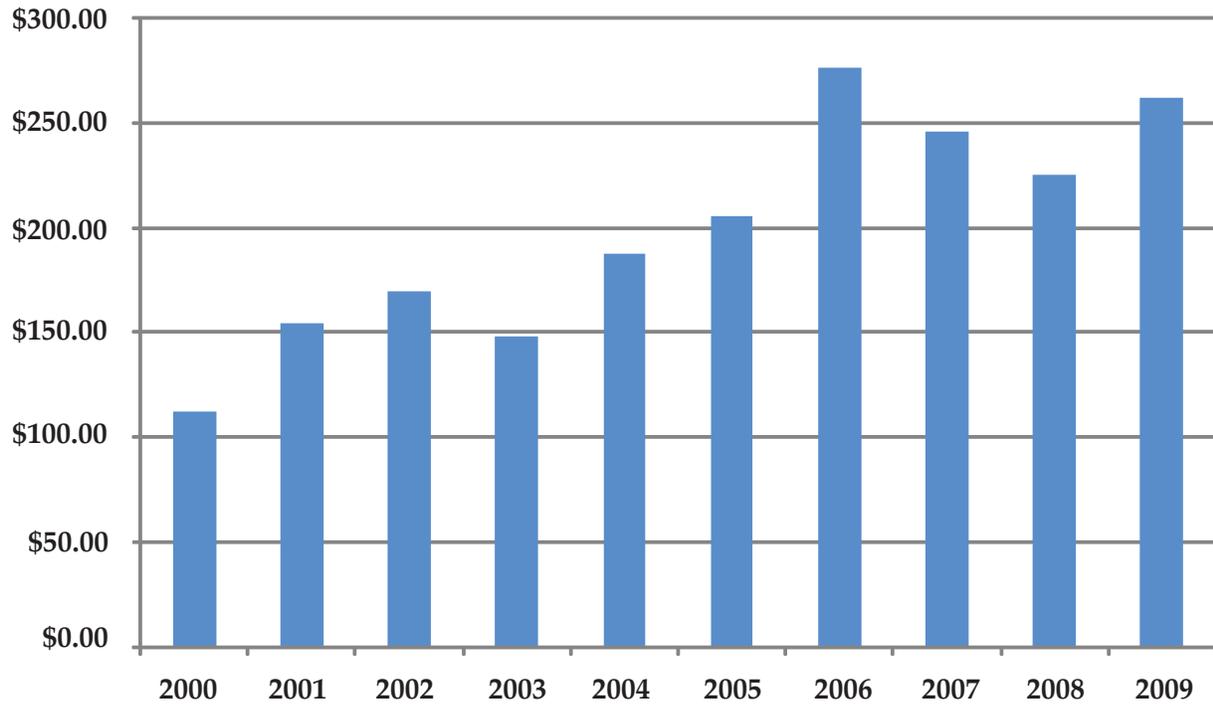
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Rates do not include NTA.

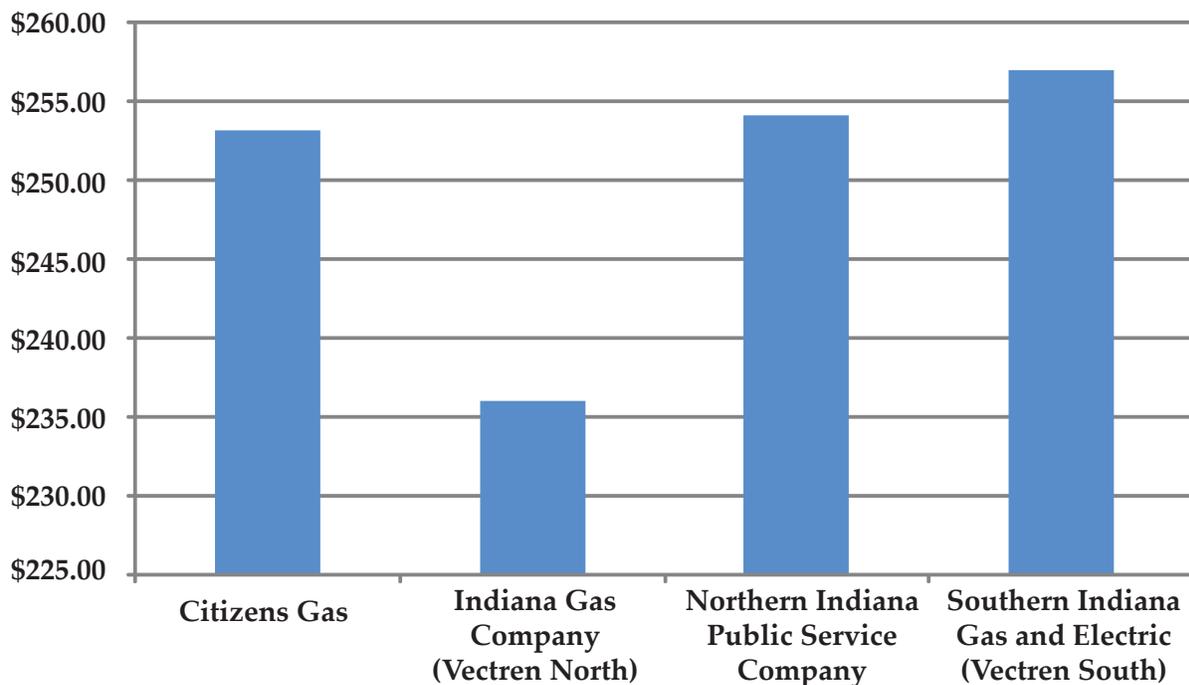
For purposes of this comparison: 100 Therms = 100 Ccf = 10 Dth = 10 Mcf

Gas Bill Comparison

10-Year Average Residential Gas Bill Comparison
2000 to 2009



Large Natural Gas Utilities
2009 Bill Comparison at 200 Therms



Natural Gas Areas Served

Ohio Valley Gas Corp.

ANR Pipeline Service Area

Serving: Bretzville, Ferdinand, Maltersville, St. Anthony, St. Marks, and other rural areas in Dubois County; Bluff Point, Center, College Corner, Pennville, Portland, and other rural areas in Jay County; Deerfield, Harrisville, Haysville, Lynn, Ridgeville, Saratoga, Union City, Winchester, and other rural areas in Randolph County; St. Meinrad, and other rural areas in Spencer County; and Fountain City and other rural areas in Wayne

Texas Gas Service Area

Serving: Dover, Guilford, Lawrenceville, Logan, New Alsace, St. Leon, Yorkville, and other rural areas in Dearborn County; Connersville, Everton, Lyonsville, Springersville, and other rural areas in Fayette County; rural areas in Franklin County; Cannelton, St. Marks, Tell City, Troy, and other rural areas in Perry County; Clinton Corners, Negangard Corner, Penntown, Sunman, and other rural areas in Ripley County; rural areas in eastern Spencer County west of Troy; and Brownsville, Liberty, and other rural areas in Union County

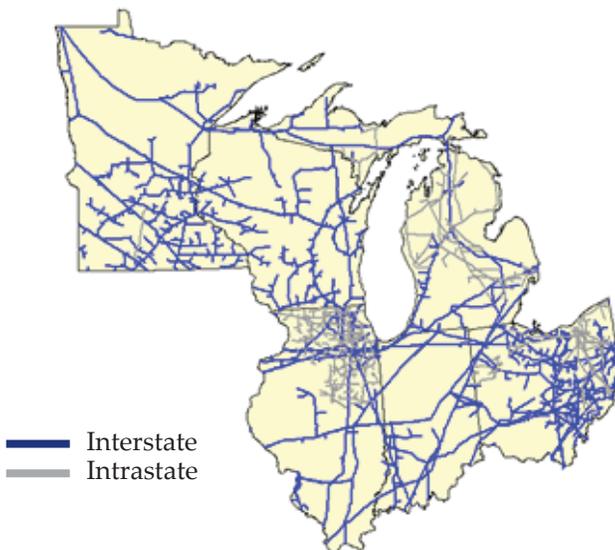
Ohio Valley Gas, Inc.

Serving: rural areas in Greene and Knox counties; Arthur, Ayrshire, Campbelltown, Winslow, and other rural areas in Pike County; Cass, Curryville, Dugger, Farmersburg, Hymera, New Lebanon, Shelburn, Sullivan, and other rural areas in Sullivan County; and Blackhawk, Riley, and other rural areas in Vigo County

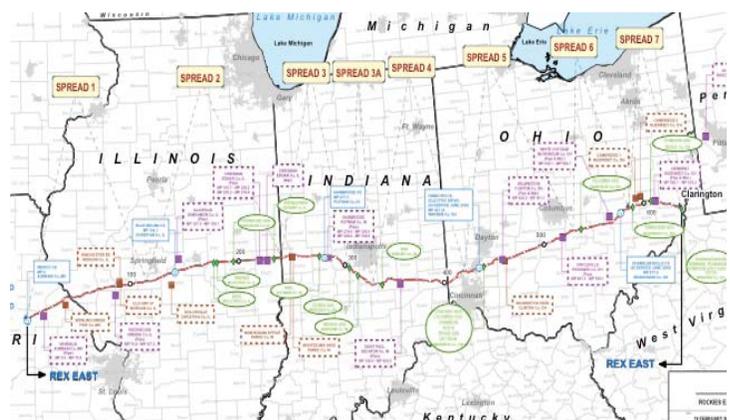
Note:

- 1) Valley Rural Utility Company began natural gas service in July 2003. Not enough data at this point in time to be included in the 10 year average.
- 2) Chandler Natural Gas merged with Boonville Natural Gas on August 27, 2008 in Cause No. 43342.

Midwest Region Natural Gas Pipeline Network



Rockies Express Pipeline - East



Sources: Energy Information Administration/Rockies Express Pipeline LLC

Water Billing Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2009 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
American Suburban	IOU	38936	6/21/90	\$51.78	\$51.78
Anderson Municipal	Municipal	42194	12/20/06	\$17.14	\$22.59
Apple Valley	IOU	39889	3/8/95	\$21.02	\$21.02
Auburn*	Municipal	41414	9/22/99	\$22.31	\$28.54
Aurora, inside city	Municipal	42786	9/14/05	\$15.50	\$22.63
Aurora, outside city	Municipal	42786	9/14/05	\$18.50	\$27.00
B&B Water Project	NFP	39107	5/22/91	\$24.84	\$35.46
Bargersville	Municipal	42555	6/30/04	\$18.36	\$25.79
Bargersville, with in-ground sprinklers	Municipal	42555	6/30/04	\$24.13	\$31.56
Battleground	CD	43088	3/7/07	\$24.70	\$32.10
Bloomington, inside city*	Municipal	42858	11/22/05	\$15.20	\$20.55
Bloomington, outside city*	Municipal	42858	11/22/05	\$15.96	\$21.31
Bluffs Basin	IOU	42188	3/5/03	\$28.15	\$38.15
Boonville*	Municipal	42875	12/10/08	\$32.08	\$46.46
Brown County	NFP	43203	10/17/07	\$55.83	\$82.59
Carmel	Municipal	42725	12/14/05	\$16.20	\$20.53
Cataract Lake Water Corporation	NFP	43016-U	8/30/06	\$30.30	\$42.35
Chandler, Town*	Municipal	42856	1/31/06	\$27.21	\$35.68
Charlestown	Municipal	42878	8/16/06	\$18.30	\$27.45
Clinton Township	NFP	42389	2/18/04	\$33.16	\$42.24
Columbia City*	Municipal	42983	10/11/06	\$23.70	\$32.08
Columbus*	Municipal	39425	3/29/94	\$10.69	\$14.72
Consumers Indiana, Lake County Indiana	IOU	42190	6/19/02	\$25.44	\$34.89
Cordry Sweetwater - mostly outside of jurisdiction	CD		5/20/71	\$23.93	\$35.21
Corydon*	Municipal	40591	4/9/97	\$16.90	\$23.75
Country Acres	NFP	36972	12/8/82	\$6.00	\$6.00

Note:

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*Fire protection surcharge for 5/8 inch meter included.

**Fire protection charge for a 5/8 inch meter is included in the base charge.

***The location of these customers determine whether the fire protection surcharge apply.

Water Billing Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2009 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
East Chicago	Municipal	42680	11/9/05	\$12.05	\$15.03
East Lawrence Water	NFP	42385	9/10/03	\$38.45	\$53.75
Eastern Bartholomew	NFP	43392	9/24/08	\$23.21	\$33.39
Eastern Heights	NFP	42839	4/20/06	\$21.59	\$30.02
Eaton	Municipal	41830-U	12/22/03	\$25.00	\$34.95
Edwardsville Water	NFP	43003	5/9/07	\$34.02	\$48.80
Elkhart	Municipal	43191	7/11/07	\$10.04	\$13.33
Ellettsville, outside town*	Municipal	40932	1/28/98	\$20.27	\$29.25
Ellettsville, inside*	Municipal	40932	1/28/98	\$15.89	\$22.69
Evansville, Inside City*	Municipal	43190	9/26/07	\$12.65	\$17.03
Evansville, Outside City*	Municipal	43190	9/26/07	\$14.03	\$18.41
Everton	NFP	43312	12/5/07	\$33.70	\$47.04
Fairview Park	Municipal	42474	2/18/04	\$16.70	\$22.15
Fayette Township	NFP	41529	2/2/00	\$27.40	\$39.43
Fillmore	Municipal	43118-U	2/28/07	\$52.66	\$76.61
Floyds Knobs	NFP	36297	4/1/81	\$23.15	\$32.63
Fort Wayne, inside City	Municipal	42979	8/23/06	\$17.26	\$22.24
Fort Wayne, outside City	Municipal	42979	8/23/06	\$19.83	\$25.54
Fortville, inside	Municipal	40968-U	3/11/98	\$17.90	\$24.67
Fortville, outside	Municipal	40968-U	3/11/98	\$26.82	\$36.94
German Township	NFP	42282	3/26/03	\$22.10	\$32.55
German Township Stewartsville	NFP	42282	3/26/03	\$38.71	\$49.16
German Township, Marrs Division	NFP	42282	3/26/03	\$50.46	\$74.31
Gibson Water	NFP	37829	4/9/86	\$33.13	\$49.26
Hammond	Municipal	37653	6/5/85	\$2.20	\$3.28
Hessen Utilities	IOU	30805	7/30/65	\$6.00	\$6.00
Highland	Municipal	38915	11/7/90	\$13.49	\$17.89

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Water Billing Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2009 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
Hillsdale Water	NFP			\$26.65	\$38.48
Hoosierland Vistas (formerly Burns Harbor)	IOU	35206	2/7/78	\$10.00	\$15.00
Indiana American					
<i>Burns Harbor, Chesterton, Gary, Porter, South Haven***</i>	IOU	43187	10/10/07	\$28.22	\$39.47
<i>Crawfordsville*</i>	IOU	43187	10/10/07	\$30.19	\$38.40
<i>Flowing Wells*</i>	IOU	43187	10/10/07	\$22.46	\$28.07
<i>Gary***</i>	IOU	43187	10/10/07	\$27.72	\$38.97
<i>Hobart*</i>	IOU	43187	10/10/07	\$27.43	\$37.78
<i>Johnson County - Greenwood, So. Indiana (New Albany, Jeffersonville), Newburgh*</i>	IOU	43187	10/10/07	\$30.65	\$38.86
<i>Kokomo*</i>	IOU	43187	10/10/07	\$35.18	\$57.39
<i>Merrillville***</i>	IOU	43187	10/10/07	\$26.83	\$38.08
<i>Mooreville</i>	IOU	43187	10/10/07	\$29.34	\$50.95
<i>Muncie, Johnson County - Franklin, Shelbyville, Clarksville</i>	IOU	43187	10/10/07	\$28.01	\$36.22
<i>Noblesville*</i>	IOU	43187	10/10/07	\$34.52	\$42.28
<i>Portage*</i>	IOU	43187	10/10/07	\$27.38	\$37.73
<i>Richmond, Wabash Valley*</i>	IOU	43187	10/10/07	\$30.80	\$36.22
<i>Seymour, Somerset, Summitville</i>	IOU	43187	10/10/07	\$34.67	\$43.88
<i>Wabash*</i>	IOU	43187	10/10/07	\$28.02	\$31.90
<i>Warsaw*</i>	IOU	43187	10/10/07	\$30.74	\$38.70
<i>West Lafayette</i>	IOU	43187	10/10/07	\$19.77	\$34.64
<i>West Lafayette, suburban surcharge*</i>	IOU	43187	10/10/07	\$22.39	\$37.26
<i>Winchester</i>	IOU	43583	12/23/08	\$30.42	\$49.62
<i>Winchester, suburban surcharge*</i>	IOU	43187	10/10/07	\$30.03	\$49.23

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Water Billing Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2009 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
Indiana Water Service, Inc.	IOU	41710-U	3/25/01	\$15.28	\$21.40
Indianapolis, City of	Municipal	43056	4/4/07	\$20.37	\$26.46
J.B. Waterworks	IOU	39231-U	5/1/92	\$18.26	\$26.56
Jackson County	NFP	43289	1/4/08	\$42.83	\$63.48
Kingsbury	IOU	43297	1/16/08	\$18.75	\$26.80
Kingsford Heights	Municipal	39457	11/25/92	\$23.46	\$28.17
Knightstown*	Municipal	43440	7/30/08	\$30.25	\$40.33
Lafayette	Municipal	41845	5/9/01	\$12.13	\$17.13
Lafayette - rural areas	Municipal	41845	5/9/01	\$12.67	\$17.67
Libertytree Campground	NFP	41662	12/22/04	\$8.58	\$8.58
Lawrenceburg	Municipal	36036	6/17/80	\$9.51	\$13.14
LMS Townships	CD	40991-U	7/15/99	\$18.94	\$26.87
Mapleturn	NFP	37039	9/28/03	\$22.15	\$24.05
Marion*	Municipal	42720	3/30/05	\$27.02	\$33.63
Marion Heights	CD	42346	7/23/03	\$43.79	\$64.02
Martinsville*	Municipal	42676	6/20/07	\$22.89	\$28.97
Martinsville, Morgan-Monroe Forest*	Municipal	42676	6/20/07	\$29.54	\$35.62
Marysville-Otisco-Nabb	NFP	42476-U	1/14/04	\$18.65	\$25.95
Michigan City*	Municipal	42517	3/31/04	\$20.92	\$27.64
Mishawaka, City*	Municipal	41395	6/14/00	\$15.14	\$21.05
Mishawaka, Clay	Municipal	41395	6/14/00	\$30.12	\$30.16
Morgan County Rural	NFP	42993	5/14/08	\$51.18	\$76.25
Morgan County Rural, Western Exp.	NFP	42993	5/14/08	\$60.92	\$85.99
New Castle	Municipal	42984	9/13/06	\$15.12	\$22.31
North Dearborn	NFP	41684	8/30/00	\$28.33	\$33.60
North Lawrence	NFP	42897	5/11/06	\$45.80	\$60.77
Oak Park	CD	41811-U	3/21/01	\$20.67	\$29.22

Note:

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Water Billing Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2009 Billing

5,000 gal./
668.4028 cu. ft. 7,500 gal./
1,002.6042 cu. ft.

Utility	Ownership	Last Rate Case	Order Date	Average Monthly Bill	Average Monthly Bill
Ogden Dunes	Municipal	43295	1/16/08	\$36.41	\$48.04
Painted Hill	IOU	37017	10/17/83	\$27.75	\$37.00
Pence	NFP			\$25.00	\$25.00
Perry	NFP	37907	2/12/86	\$30.60	\$43.95
Peru, inside corporate limits*	Municipal	39817	4/6/94	\$18.57	\$25.92
Peru, outside corporate limits	Municipal	39817	4/6/94	\$16.20	\$23.55
Petersburg	Municipal	41185	5/31/00	\$13.25	\$19.23
Pike-Gibson	NFP	42243	1/15/03	\$28.33	\$42.06
Pioneer	IOU	41089	8/26/98	\$35.00	\$40.00
Pipe Creek	IOU	40056	4/12/95	\$30.00	\$30.00
Pleasant View	IOU	41591-U	4/12/00	\$27.25	\$40.88
Posey Township	NFP	43005-U	8/16/06	\$31.55	\$43.15
Prince's Lakes	Municipal	40226	9/25/97	\$22.40	\$31.28
Princeton	Municipal	41159	9/9/99	\$25.28	\$35.63
Ramsey	NFP	43413	6/11/08	\$27.97	\$40.20
Reelsville	NFP	43134-U	4/18/07	\$31.15	\$44.20
Rhorer, Harrell & Schacht	NFP	43080-U	12/20/06	\$19.86	\$28.37
River's Edge	IOU	42234	2/5/03	\$22.55	\$33.83
Riverside	IOU	42122	2/19/03	\$18.87	\$25.05
St. Anthony	NFP	39193	10/19/91	\$37.95	\$55.25
St. Henry	NFP	39143	7/31/91	\$24.75	\$35.83
Salem	Municipal	42679	1/19/05	\$22.99	\$34.49
Schererville*	Municipal	42872	12/14/05	\$21.16	\$29.71
Schneider	Municipal	36056	10/23/80	\$9.15	\$9.15
Sellersburg	Municipal	39064	10/9/91	\$13.25	\$17.47
Shady Side Drive	NFP	38869	7/18/90	\$21.96	\$32.76
Silver Creek	NFP	37734	6/5/85	\$21.45	\$32.18
South 43	NFP	31465	6/23/67	\$21.60	\$32.03

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Water Billing Survey

Residential Water Bills Comparison By Gallon Usage January 1, 2009 Billing

Utility	Ownership	Last Rate Case	Order Date	5,000 gal./	7,500 gal./
				668.4028 cu. ft.	1,002.6042 cu. ft.
				Average Monthly Bill	Average Monthly Bill
South Bend*	Municipal	42779	2/8/06	\$13.34	\$18.32
South Harrison	NFP	39134	11/3/82	\$36.23	\$53.28
South Lawrence	NFP	43324	3/26/08	\$54.86	\$71.57
Southern Monroe	NFP	36029	6/25/80	\$23.98	\$34.40
Southwestern Bartholomew	NFP	43329	3/5/08	\$36.13	\$53.28
Stucker Fork, Austin	CD	42752	6/28/06	\$26.42	\$36.65
Sugar Creek	IOU	39891	4/10/96	\$20.70	\$20.70
Sullivan-Vigo	NFP	42599	6/23/04	\$67.20	\$97.98
Tri-County C.D.	CD		6/11/08	\$31.40	\$40.03
Tri-Township	NFP	40327	4/17/96	\$19.85	\$27.61
Troy, Non-Ridge Road	Municipal	42699-U	6/23/05	\$15.08	\$20.83
Troy, Ridge Road	Municipal	42699-U	6/23/05	\$17.48	\$24.43
Twin Lakes	IOU	42488	1/16/08	\$21.85	\$21.85
Utilities, Inc.	IOU	42733	9/18/08	\$43.55	\$62.33
Utility Center	IOU	43331	8/27/08	\$26.81	\$37.49
Valley Rural	NFP	39008	7/10/91	\$27.49	\$34.02
Valparaiso Lakes*	CD	38556	12/22/84	\$37.69	\$48.35
Van Bibber Lake	CD	42549-U	11/18/04	\$23.40	\$23.40
Van Buren Water	NFP	42159	9/4/02	\$22.25	\$32.08
Waldron	CD	42376	2/11/04	\$25.98	\$37.93
Washington Twp. Of Monroe	NFP	42672	7/28/04	\$31.86	\$44.81
Water Service Co. of Indiana	IOU	42969	8/30/06	\$22.24	\$32.49
Watson Rural	NFP	41057	11/25/98	\$18.55	\$25.93
Wedgewood Park	IOU	42769	3/7/07	\$23.26	\$31.18
Wells Homeowners Association	NFP	40056	11/15/99	\$30.00	\$30.00

Note:

NFP = Not-For-Profit
CD= Conservancy District
IOU = Investor-Owned Utility

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Sewer Billing Survey

Residential Sewer Bills Comparison By Gallon Usage January 1, 2009 Billing

5,000 gal./
668.4028 cu. ft.

Utility	Ownership	Last Rate Case	Effective Date	Average Monthly Bill
Aldrich Environmental, LLC	IOU	42805	9/28/2005	\$50.00
American Suburban Utilities, Inc.	IOU	41254	8/15/2000	\$47.50
Anderson Lake Estates, LLC	IOU	42478	7/7/2004	\$42.35
Apple Valley Utilities, Inc.	IOU	40191	8/2/1995	\$48.58
Bluffs Basin Utility Company, LLC	IOU	42188	3/5/2003	\$46.88
Brushy Hollow Utilities, Inc	IOU	41285	1/27/1999	\$27.10
Centurian Corporation	IOU	40157	8/30/1995	\$65.00
Cha Utilities	IOU	42244	12/4/2002	\$41.00
Chimneywood Sewage Works, Inc.	IOU	42877 - U	3/22/2007	\$80.00
Consumers Indiana Water Company	IOU	42190	6/19/2002	\$45.07
Country Acres Property Owners Association	NFP	36972	12/16/1982	\$6.00
Devon Woods Utilities, In	IOU	40234 - U	2/6/1996	\$41.88
Doe Creek Sewer Utility	IOU	40108	5/24/1995	\$39.50
Driftwood Utilities, Inc.	NFP	37297	2/15/1984	\$22.61
East Shore Corporation	IOU	41494	10/18/2000	\$29.17
Eastern Hendricks County Utility, Inc.	IOU	42031 - U	2/6/2002	\$39.00
Eastern Richland Sewer Corporation	NFP	37900	12/23/1997	\$40.11
Green Acres Sanitation Co., Inc.	IOU	42891	2/8/2006	\$34.15
Hamilton Southeastern Utilities, Inc.	IOU	39191	1/27/2002	\$33.55
Hamilton Southeastern Utilities, Inc. (Flatfork Creek)	IOU	41745	9/25/2002	\$33.55
Harbortown Sanitary Sewage Corporation	IOU	35455	6/3/1987	\$18.00
Hardin Monroe, Inc.	NFP	31972	1/16/1970	\$21.00
Hessen Utilities, Inc.	IOU	30805	7/30/1965	\$4.00
Hillview Estates Subdivision Utilities, Inc.	IOU	38737 - U	5/31/1989	\$30.00
Hoosierland Vistas	IOU	35206	6/20/1978	\$14.00
Indiana American Water Company - Muncie and Somerset	IOU	43187	10/10/2007	\$61.29

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Sewer Billing Survey

Residential Sewer Bills Comparison By Gallon Usage January 1, 2009 Billing

5,000 gal./
668.4028 cu. ft.

Utility	Ownership	Last Rate Case	Effective Date	Average Monthly Bill
JLB Development, Inc.	IOU	39868	4/28/1995	\$65.53
Kingsbury Utility Corporation	IOU	43296	2/1/2008	\$33.15
Lakeland Lagoon Corp.	NFP	41597 - U	2/2/2000	\$77.22
LMH Utilities Corporation	IOU	40891	1/21/1998	\$38.55
Mapleturn Utilities, Inc.	NFP	41656	5/10/2000	\$41.31
Northern Richland Sewage Corporation	NFP	32784	5/3/1972	\$38.30
Old State Utility Corporation	IOU	36470	12/30/1992	\$40.79
Pleasantview Utilities, Inc.	IOU	43313 - U	5/15/2008	\$24.38
Rivers Edge Utility, Inc.	IOU	42234	2/5/2003	\$22.55
Sani Tech, Inc.	IOU	41644	5/31/2002	\$70.00
Sanitary District of Hammond	NFP	43307	1/9/2008	\$13.38
South County Utilities, Inc.	IOU	39999	1/18/1995	\$49.15
South Haven Sewer Works, Inc.	IOU	43310	3/31/2008	\$66.89
Southeastern Utilities, Inc.	IOU	40619	1/31/1997	\$55.00
Southern Enterprises Environment	IOU	38396	4/25/1988	\$25.07
Sugar Creek Utility Company, Inc.	IOU	39891	4/16/1996	\$60.14
Twin Lakes Utilities, Inc.	IOU	42488	3/31/2004	\$40.27
Utility Center, Inc. (metered)	IOU	43331	10/1/2008	\$37.16
Utility Center, Inc. (unmetered)	IOU	43331	10/1/2008	\$46.83
Valley Rural Utility Company (metered)	NFP	43249	6/27/2007	\$38.98
Valley Rural Utility Company (unmetered)	NFP	43249	6/27/2007	\$22.81
Wastewater One, LLC (formerly Highlander Village Sewage)	IOU	41584	2/22/2006	\$45.00
Water Service Company of Indiana, Inc.	IOU	41486	1/19/2000	\$44.28
Webster Development, LLC	IOU	42232	8/9/2007	\$36.81
Wildwood Shores	IOU	39471 - U	5/5/1993	\$41.44
Wymerly Sanitary Works, Inc.	IOU	42877 - U	3/22/2007	\$80.00

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Pipeline Safety

Service, Distribution and Transmission Lines

Number of service lines	1,958,097
Avg. length of service line (feet)	106
Total service lines (feet)	207,558,282
Total service lines (miles)	39,310
Total distribution lines (miles)	39,583
Total transmission lines (miles)	1,804
Total lines (miles)	80,697



Leaks Repaired by Cause

Corrosion	1,380
Natural forces	844
Excavation	2,667
Other outside force damage	450
Material or welds	2,373
Equipment	2,767
Operations	232
Other	3,373
Total leaks	14,086
Main leaks	3,406
Miles of main	39,583
Miles of main per leak	11.6
Service leaks	10,680
Service lines	1,958,097
Service lines per leak	183.3

Accidents and Incidents

Reported Cause	Reports	>\$50,000 Damages	Fatalities	Injuries
Third-party damage	2	0	0	0
Outside forces	1	1	0	0
Natural forces	1	1	0	0
Other	1	1	0	0
Total	5	3	0	0

Communications

The years 2008 and 2009 were both engaging and productive for the Communications Division of the IURC. HEA 1279, which became law through the 2006 General Assembly, outlined significant policy changes in communications regulation to be in place by July 1, 2009. These changes focus on parity in the regulation of Communications Service Providers and review of rules and policies to identify and eliminate unnecessary requirements. Many policies and rules were either streamlined or eliminated over the past year. One such example is the new streamlined CTA process that was developed.

HEA 1279 requires new types of providers, including providers of information service and video service provided under local franchises to obtain a CTA beginning July 1, 2009. The Commission also continues to issue state video franchises in its role as the sole video franchise authority in the state.

Types of Services in New Communications Service Provider CTA Petitions Filed Since 7/1/09

Information Service	28
Telecommunications Service	10
Video Service	5
Total	43



New Types of Service in Notices Filed by Existing Providers Since 7/1/09

Information Service	22
Telecommunications Service	0
Video Service	6
Total	28



State-Issued Video Franchise Authority

Number of State-Issued Franchises since 7/1/06	26
- Number of Existing Providers as of 7/1/06	13
- Number of New Franchises since 7/1/06	13
Number of Franchises Issued from 7/1/08 to 6/30/09	7
Number of Franchise Petitions Received after 7/1/09	3

