

IURC Case #45870 was approved by the Indiana Utility Regulatory Commission on February 21,2024. The Indiana-American water company rate increase will be implemented in a 3 step process with the last step being implemented in May 2025.

Step 1 - Effective date is February 21,2024.

Step 2 - Anticipated effective date is sometime during May 2024.

Step 3 - Anticipated effective date is during the month of May 2025.

The information below is for a 5/8" water meter - this is the standard size for a residential property.

Base charge - \$20 a month

Usage charges - The first 1,500 gallons or 15 bill units (1 unit = 100 gallons) is now included in the base charge (no extra cost)

Step 1 Additional bill units (16 thru 135) is now \$1.06262 per 100 gallons

Step 2 Additional bill units (16 thru 135) will be \$1.18982 per 100 gallons when implemented in May 2024.

Step 3 Additional bill units (16 thru 135) will be \$1.38055 per 100 gallons when implemented in May 2025.

The Public Fire Protection Surcharge (5/8" meter) declined slightly and is now \$4.77 per month.

The Distribution System Improvement Charge (DSIC) is now **no charge** (was previously \$7.98 a month)

The System Enhancement Improvements (SEI) is now **no charge** (was previously \$1.07 a month)

The above information was collected and disseminated from public documents located on the IURC website and from newspaper articles available to the general public via the Internet.

There are two attachments at the bottom of the e-mail that provide the majority of information provided above.

On a personal note, a review of my water bill shows that the usage calculation is WRONG.

I have called and spoken with customer service and they were NOT able to provide a logical explanation for the usage being incorrect so it has been escalated to the billing department for review.

The amount in question is less than \$5.00 but I told customer service that if this error is multiplied outward then it becomes a much larger sum of money being incorrectly collected. They agreed with me as to this point. They were required to tell me that it could take up to 10 days to resolve but it typically takes less time.

Sincerely,

Darin Sherman