



Utility Customer Information & Resources

- Utility customers in Indiana should know that utilities have suspended disconnection for nonpayment in accordance with the governor's guidance.
- If customers are experiencing financial hardship and having difficulty paying their utility bills, they should contact their local utility companies for assistance as soon as possible. Utilities across the state may offer flexible payment arrangements and other accommodations to assist during the COVID-19 pandemic.
- Customers can reduce their electric and natural gas bills by taking simple steps to conserve energy or applying for rebates. Some utilities also offer home energy reports or predictive energy usage. Many utilities offer free energy kits containing helpful items such as LED lightbulbs. For more information, please visit your utility company's website or www.energystar.gov/products/energy_star_home_tips.
- Utility companies are taking special precautions to protect you and themselves on critical service calls (e.g., gas leaks, downed power lines, etc.). If you have an urgent request, please call your utility company for assistance so that crews can secure the situation and clear it for safety purposes. Remember to practice social distancing if you see a utility worker in your area.
- If you are in need of social services, please contact 211. It is a free service that can connect you with vital resources, including food, housing, and bill assistance. Don't wait to communicate with organizations that are in a position to help customers during this difficult time.
- Any project that involves digging by a homeowner or contractor should begin with a call to 811 to request that buried utility lines be marked several days in advance. This includes things like sprinkler or fence installations, planting trees or shrubs, or building a deck or patio. Indiana utility customers can also submit a request online at 811now.com. Marked utility lines are valid for 20 days.

- Unfortunately, scams are prevalent during times of crisis, and there have been reports of callers targeting customers over the phone and demanding immediate payment and threatening disconnection. As a reminder, we will never call you directly to ask for account or payment information. If you receive a call like this or have a billing question, contact your utility company directly. Customers should also report known scams to their utility company, their non-emergency local law enforcement phone number or the Office of the Indiana Attorney General consumer protection division.
- Especially during storm season, it's important for customers to contact their utility company if they experience a power outage. This helps crews target the problem and aids in faster restoration times.