

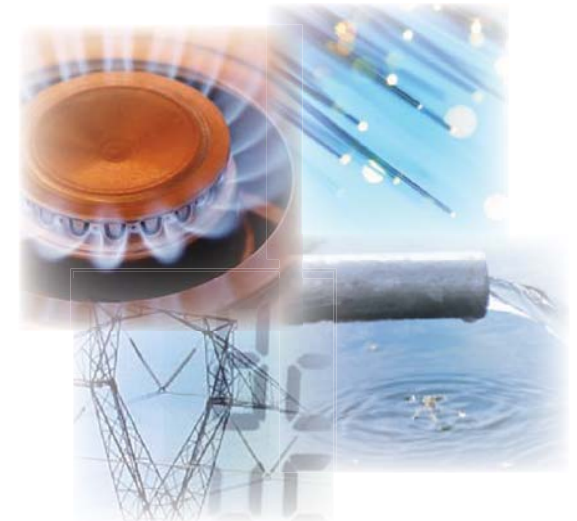
Fast Facts

about the Commission

- Serves as a utility court
- Founded in the early twentieth century
- Governed by Title 8 of Indiana Code
- Employs a professional staff of about 75 people
- Oversees more than 800 utilities that operate in Indiana
- Holds Commission Conference, where orders are approved, on a weekly basis

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

A Consumer's Guide to Utility Regulation



Indiana Utility
Regulatory Commission

Our Mission

The Indiana Utility Regulatory Commission (IURC) is a fact-finding body that hears evidence in cases filed before it and makes decisions based on the evidence presented in those cases. An advocate of neither the public nor the utilities, the IURC is required by state statute to make decisions that balance the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable prices.

The IURC has five commissioners and a professional staff of attorneys, analysts, engineers and accountants who review and make recommendations on cases. The agency regulates natural gas, electric, steam, water and sewer utilities, and to a lesser extent, telecommunications and video. It also has a Consumer Affairs Division that deals specifically with consumer issues.

The mission of the Consumer Affairs Division is to monitor the quality of service and ensure utility and customer compliance with IURC rules and regulations through reasonable and timely determinations.

Jurisdiction

The IURC's Consumer Affairs Division can process individual customer complaints regarding extension of service and credit, deposits, billing, termination of service, customer rights and utility responsibilities.

There are some areas in which the division may not be in a position to provide dispute resolution. These areas include:

- Propane/Heating Oil
- Damages
- Budget Billing
- Extra Service Protection Plans
- Water Quality
- Storm Water Charges
- Sewer Conservancy Districts
- Regional Sewer Districts
- Municipal Sewer Utilities
- Telephone Privacy
- Internet
- Rates and Charges for Wireless or Wireline Carriers
- Utilities Outside of the IURC's Authority

If your utility has withdrawn from the IURC's jurisdiction, inquiries should be directed to your local utility board or city council. These entities typically oversee utility matters once a utility has withdrawn from the IURC.

Resources

The IURC's Web site includes a list of resources and provides information specific to each utility industry.

For more information, please visit:

www.in.gov/iure

Consumers can also browse useful information about energy efficiency, weatherization and conservation.

How to file a complaint:

1. File a complaint online at www.in.gov/iure/2331.htm
2. Call the Consumer Affairs Division at 1-800-851-4268 (8:00 a.m. to 5:00 p.m. Monday through Friday)