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**TITLE 170 INDIANA UTILITY REGULATORY COMMISSION**

**Notice of Intent to Adopt a Rule**

LSA Document #09-792

Under [IC 4-22-2-23](#), the Indiana Utility Regulatory Commission intends to adopt a rule concerning the following:

**OVERVIEW:** Amends [170 IAC 4-1-1](#), [170 IAC 4-1-16](#), [170 IAC 4-5-14](#), [170 IAC 5-1-1](#), [170 IAC 5-1-16](#), [170 IAC 6-1-16](#), [170 IAC 8.5-1-1](#), [170 IAC 8.5-2-4](#), and [170 IAC 8.5-2-6](#) to add references to the proposed consumer affairs rules and delete references to the rules that are being repealed as part of this rulemaking. Adds [170 IAC 16-1-1](#) through [170 IAC 16-1-6](#) establishing procedures for resolving customer complaints. Repeals [170 IAC 4-1-17](#), [170 IAC 5-1-17](#), [170 IAC 6-1-17](#), and [170 IAC 8.5-2-5](#). Questions concerning the proposed rule may be addressed to David E. Veleta at (317) 232-0158. Statutory authority: [IC 8-1-2-34.5](#).

For purposes of [IC 4-22-2-28.1](#), the Small Business Regulatory Coordinator for this rule is:

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