

**Economic Impact Statement**

LSA Document #09-792

**[IC 4-22-2.1-5](#) Statement Concerning Rules Affecting Small Businesses**

**(1) Estimate of Number of Small Businesses That Will Be Subject to this Rule**

The proposed rule applies to any utility subject to the Indiana Utility Regulatory Commission's (IURC) jurisdiction that offers gas, electric, water, or sewer services. There are approximately 17 utilities that fall under the IURC's jurisdiction and meet the definition of a small business under [IC 4-22-2.1-4](#).

**(2) Estimate of Average Annual Reporting, Record Keeping, and Other Administrative Costs**

The proposed rule requires a utility to retain records of disputes and the resolutions thereof for a period of six months from the final date of resolution. Utilities that are under the jurisdiction of IURC are already required to retain records, so it does not appear that the proposed rule will create any new costs.

**(3) Estimate of the Total Economic Impact of this Rule on Small Businesses**

The proposed rule places minimal requirements on utilities in order to keep compliance costs down. The proposed rule should have little if any economic impact on utilities that qualify as a small business.

**(4) Statement Justifying Any Requirement or Cost Imposed**

The adoption of the proposed rule will save time and money and greatly facilitate the resolution of customer complaints. [IC 8-1-2-34.5](#) requires the IURC to establish reasonable rules and regulations to govern the relations between utilities and any or all classes of their customers.

**(5) Regulatory Flexibility Analysis**

The purpose of the proposed rule is to establish reasonable rules and regulations to govern the relations between utilities and any or all classes of their customers. No less intrusive or less costly alternative would achieve the purpose of this proposed rule. There are no less stringent compliance requirements and no less stringent schedules or deadlines that would achieve the purpose of these rules. No further consolidation or simplification of the compliance requirements is possible that would achieve the purpose of this rule.

*Posted: 01/20/2010 by Legislative Services Agency*

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