

STATE OF INDIANA



David Lott Hardy  
Chairman

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Mr. John M. Ross  
Executive Director  
Indiana Legislative Services Agency  
200 W. Washington St., Suite 301  
Indianapolis, IN 46204-2789

Dear Mr. Ross:

On behalf of the Indiana Utility Regulatory Commission, I am filing the Annual Report to the General Assembly regarding the status of the 211 services account established in Indiana Code 8-1-19.5-11. The 211 services account in the state general fund was established to make 211 services available throughout Indiana. The responsibility of administering this account was given to this Commission. Indiana Code 8-1-19.5-12 requires the Commission to report annually to the General Assembly regarding the status of the account.

I hope this report will provide an understanding of the status of the account as well as the status of the implementation of 211 in Indiana. My staff and I are available to address any questions or concerns you may have regarding the report.

Sincerely,

David Lott Hardy  
Chairman  
Indiana Utility Regulatory Commission

**IURC Report to the General Assembly on the 211 Services Account  
(Filed Pursuant to I.C. 8-1-19.5-12)  
October 23, 2008**

The Indiana Utility Regulatory Commission recognized Indiana 211 Partnership, Inc. (IN211) as the proper administrator for the 211 dialing code through an interim order on February 20, 2002 and through a final order on June 17, 2004. The implementation of IN211 provides Hoosiers with a single contact telephone number to access a variety of human services.

IN211 is in the process of implementing 211 services statewide. As of March 31, 2008, IN211 served 67 counties covering 85 percent of Indiana's population. Wireless telephones have access to 211 statewide. A report on IN211's activities was submitted to the Commission on April 29, 2008.

In 2004 the Indiana General Assembly enacted P.L. 60-1004 (HEA 1344), which concerned various matters related to 211 services in Indiana and is codified under I.C. 8-1-19.5. Under I.C. 8-1-19.5-11, the Commission is responsible for administering a "211 services account", established in the state general fund, to make 211 services available throughout Indiana. Further, I.C. 8-1-19.5-12 requires the Commission to report annually to the General Assembly concerning that account.

The Commission is required to report the amount of money deposited into the account during the most recent state fiscal year, including any funds received from the federal government. Federal legislation was introduced in February 2007 that would have provided federal funds for the account. Although the number of sponsors grew, including Senators Lugar and Bayh and Representatives Souder and Donnelly, the legislation was not voted upon.<sup>1</sup> Further, as of June 30, 2008, there has not been state legislation to provide funding for this account.

Because money has not been deposited in the 211 services account, the Commission has incurred no expenses in complying with I.C. 8-1-19.5-12 during the most recent state fiscal year. The projected budget required by the Commission to comply with this chapter during the current state fiscal year is \$0, but that amount would change if funds were deposited into the account.

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<sup>1</sup> Indiana 211 Partnership, Inc. Annual Report Pursuant to Cause No. 42098, April 29, 2008.