

STATE OF INDIANA



INDIANA UTILITY REGULATORY COMMISSION
101 WEST WASHINGTON STREET, SUITE 1500 EAST
INDIANAPOLIS, INDIANA 46204-3407

<http://www.in.gov/iurc>
Office: (317) 232-2701
Facsimile: (317) 232-6758

October 27, 2010

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 Indiana 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 Indiana 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,

Robert H. Veneck, Jr.
Executive Director
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 27, 2010**

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.

On September 29, 2010, IN211 submitted its Annual Report to the Indiana Utility Regulatory Commission on its activities for calendar year 2009. IN211 continues to expand 211 services throughout the state. As of September 2010, IN211 served 79 counties covering over 95 percent of Indiana's population. Additionally, wireless telephones have access to 211 statewide.

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 has responsibility 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 Indiana 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. Indiana 211 Partnership did not receive state or federal funds as of September 2010 to be deposited in the 211 services account.

Because no money has 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.