

User Manual – Electronic Filing System

INDIANA UTILITY REGULATORY COMMISSION

Last updated: March 4, 2025

Table of Contents

OVERVIEW & QUICK LINKS	3
DISCLAIMER	3
1. Business Hours and Filing Times	3
2. Technical Problems.....	4
3. Late Filings.....	4
4. Legal Advice	4
5. Presumption of Permission to File	4
HELP WITH TECHNICAL ISSUES.....	4
MODIFICATIONS TO THE USER MANUAL.....	4
SEARCHING FOR FILINGS	6
1. Searching for Docketed Cases.....	6
2. Searching for 30-Day Administrative Filings	7
GENERAL INFORMATION ABOUT FILINGS.....	8
1. Account Setup.....	8
2. Confidential Filings	14
3. Filenames	17
4. File Types and Readability	17
DOCKETED CASES.....	17
1. Cause Numbers	17
2. File Size	18
3. File Stamps.....	18
4. Hard Copies	18
5. Multiple Exhibits/Pleading.....	19
6. New Petitions and Other Filings	19
7. Original Signatures.....	23
8. Paper Filings	23
9. Receipts.....	23
10. Service	24
11. Work Papers and Minimum Standard Filing Working Papers	25
NON-DOCKETED FILINGS AND GENERAL SUBMISSIONS.....	26
1. 30-Day Administrative Filings.....	26
2. Affiliate Contracts	28
3. Annual Reports	28
4. Communications Non-Docketed Filings	32
5. Compliance Filings	34
6. Indiana 811 Law, Excavation Damages	36
7. Integrated Resource Plans	36
8. Public Utility Fee Report.....	37
9. Pipeline Safety.....	39
10. Rulemakings.....	39
11. Tariffs.....	39
CONSUMER AFFAIRS COMPLAINTS.....	41
SUBSCRIBING TO CASES.....	44
WEEKLY ACTION ITEMS	45
APPENDIX A: AMENDMENT LOG.....	46
APPENDIX B: NAMING CONVENTIONS	47

1.	Prohibited File Characters	47
2.	Docketed Filings	47
3.	Non-Docketed Filings	48
4.	Consumer Affairs Responses.....	49
APPENDIX C: ENSURE YOUR FILING IS ACCEPTED		51
APPENDIX D: QUICK REFERENCES.....		52

OVERVIEW & QUICK LINKS

Pursuant to the administrative rule of Practice and Procedures before the Indiana Utility Regulatory Commission (“IURC”), [170 Ind. Admin. Code 1-1.1](#), and IURC [General Administrative Order 2016-2](#) (“GAO 2016-2”) regarding submitting documents electronically, this User Manual explains the process for filing and submitting documents to the IURC. With limited exceptions, [170 Ind. Admin. Code 1-1.1-3](#) requires communications, papers, and pleadings with the IURC to be made through the [Electronic Filing System](#) (“EFS”), effective July 10, 2020.

The IURC accepts the following documents through its [EFS](#):

- Consumer complaints.
- Filings in docketed cases, including new case petitions.
- Confidential documents related to docketed cases.
- General submissions (30-day administrative filings under 170 Ind. Admin. Code 1-6, documents to comply with requirements in Title 170 of the Ind. Admin. Code, fee bills, annual reports, communications non-docketed filings, and tariffs).

The system includes filings and case information from Sept. 29, 2016, to the present. It also includes filings and orders for docketed cases from the prior system that included cases from 2002 through Sept. 28, 2016, and limited cases pre-2002.

If you only want to file a Consumer Affairs Division Complaint, go to the section [Account Setup](#), then the section [Consumer Affairs Complaints](#). **If you only want to view filed documents**, you do not need to create an account. Click [Searching for Filings](#) for more information.

DISCLAIMER

1. Business Hours and Filing Times

The Commission’s official hours of operation for receiving paper filings, where allowed, are 8:15 a.m. to 4:45 p.m. Monday through Friday at the Commission’s office:

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

Filings or submissions made through the [EFS](#) will receive an electronic file stamp with the time and date the document is filed. Filings before midnight local time in Indianapolis, Indiana (Eastern Standard Time or Eastern Daylight Savings Time, depending on the time of year) will be deemed filed on that date, pursuant to [170 Ind. Admin. Code 1-1.1-3\(a\)](#).

2. Technical Problems and Other Difficulties

If a filer cannot use the [EFS](#) due to technical problems, the process for submitting the information is addressed in [170 Ind. Admin. Code 1-1.1-3\(c\)](#).

When filing through the [EFS](#) will be a hardship, utilities should contact the requisite technical director for assistance:

Communications	Sally Getz	(317) 234-1543	sgetz@urc.in.gov
Energy (Gas and Electric)	Jane Steinhauer	(317) 232-4244	jsteinhauer@urc.in.gov
Water/Wastewater	Curt Gassert	(317) 232-2749	cgassert@urc.in.gov

3. Late Filings

If a filing is not made by the filing deadline, or an electronic filing is [rejected](#) after a filing deadline, the party that attempted to make the filing must file a motion with the Commission seeking leave to late-file the submission, pursuant to the Commission's rules on practice and procedure, [170 Ind. Admin. Code 1-1.1](#).

4. Legal Advice

This User Manual does not constitute legal advice. All references to Indiana Code, Indiana Administrative Rules, and Indiana Court Rules are meant to be illustrative, but may not be the final authority on procedures. Users are encouraged to independently review all sources and, in particular, familiarize themselves with the IURC's current rule on Practice and Procedure, [170 Ind. Admin. Code 1-1.1](#).

5. Presumption of Permission to File

The filing of documents and information through the [EFS](#) by use of a valid username and password is presumed to have been authorized by the User to whom that username and password have been issued and documents filed through the [EFS](#) are presumed to have been signed by the same User. By registering for a username to utilize the [EFS](#), the user agrees to these terms of use.

HELP WITH TECHNICAL ISSUES

If you cannot find an answer to your question within this manual, please contact IURC Information Technology Systems Support for assistance with the [EFS](#):

urcitsupport@urc.in.gov
(317) 232-2701

MODIFICATIONS TO THE USER MANUAL

As stated in [GAO 2016-2](#), approving this User Manual, "The User Manual shall be updated as necessary and a log of amendments shall be maintained in Appendix A of the document." Please go to Appendix A to see a list of changes. You may subscribe to the website where the User Manual is posted to receive notification of any updates. When a new version of the User Manual is uploaded or another change is made to the page, such as updating the Frequently Asked Questions, you will receive an email notification.

- Go to the Online Services [web page](#) where the User Manual is located.
- Click on the envelope labeled “Social Media” near the bottom, center of the page:



- When you click the envelope, a display will appear to enter your email address and information:



SUBSCRIBE FOR UPDATES

Email address

Please enter your e-mail address to sign up for updates or to access your subscriber preferences.

e.g xyz@example.com

First Name

First name

Last Name

Last name

County

Select County

Mobile Number

Please enter your mobile number to sign up for SMS alerts.

 +1 (US)

e.g 0123456789

☐ By entering my mobile number and checking this box I agree to receive important messages from the State of Indiana regarding interactions with various state agencies, boards and commissions. Msg freq varies Text HELP to 43816 for help, Text STOP to 43816 to end. Msg&Data Rates May Apply. By opting in, I authorize the State of Indiana to deliver SMS messages using an automatic telephone dialing system and I understand that I am not required to opt in as a condition of purchasing any property, goods, or services. By leaving this box unchecked you will not be opted in for SMS messages at this time.

Click to view [Terms and Conditions](#) and [Privacy Policy](#)

- Enter your information and click Next. A Notification Settings page like the one below will open.



Notification Settings

First Name Last Name

County

My Saved Preferences

	☒ Email	☒ SMS
General News & Information - IURC ☐		
IURC Commission Reports	☐	☐
Utility - IURC: Home	☐	☐
Utility - News Releases	☐	☐
Indiana Utility Regulatory Commission ☐		
IURC - UPP Account	☐	☐
IURC Implementation re: FERC Order 2222	☐	☐
MARC - Master List	☐	☐
Information About - URC ☐		
Utility - Weekly Conference Agendas	☐	☐
Utility - Weekly Filings	☐	☐
Utility - Weekly Hearings	☐	☐

Confirm that your settings are correct and click Save.

SEARCHING FOR FILINGS

1. Searching for Docketed Cases

You do not need to be logged in to search for a case.

- On the main page, click Start under Search for a Docketed Case.

Search for a Docketed Case

Start >

- You may search by Cause Number, Sub Docket Number, Petition Type, Case Status, Industry, Non-Utility (a party that is not a utility, such as the Office of the Utility Consumer Counselor or Sierra Club), Utilities, or Date. Click the box next to “I’m not a robot” and complete the prompt, if necessary. Then click Search.

Cause Number	Sub Docket Number	Petition Type	Case Status
		(Select a value) ▼	(Select a value) ▼
Industry	Non-Utility	Utilities	
(Select a value) ▼		(Select a value) ▼	

Petition Date Begin	Petition Date End	Filing Date Begin	Filing Date End	Order Date Begin	Order Date End

- Cases that match the search terms will appear under the search box.
- After searching for a case, you can right-click the link associated with the case number in the results area (bottom section of page) and choose “Open Link In New Tab” or “Open Link In New Window” to keep this browser window open for additional searches.

2. Searching for 30-Day Administrative Filings

You do not need to be logged in to search for a 30-day administrative filing.

- On the main page, click Start under Search for a 30-Day Filing, referred to in EDS as a “Case.”

Search for a 30-Day Case

Start >

- You can search by Case Number (the filing number), Description, Is Closed?, Industry, Utilities, or Date. Click the box next to “I’m not a robot” and complete the prompt, if necessary. Then click Search.

Case Number 	Description 	Is Closed? (Select a value) ▼
Industry (Select a value) ▼	Utilities (Select a value) ▼	
Date Filed Begin 	Date Filed End 	
Preliminary Date Begin 	Preliminary Date End 	
Final Date Begin 	Final Date End 	

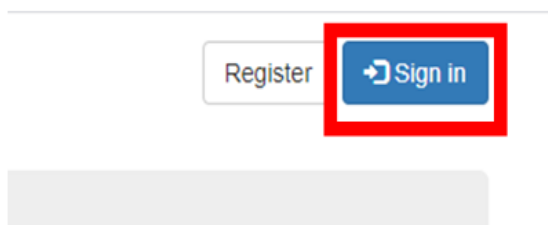
- 30-day filings that match the search terms will appear under the search box.
- After searching for a 30-day filing, you can right-click the link associated with the case number in the results area (bottom section of page) and choose “Open Link In New Tab” or “Open Link In New Window” to keep this browser window open for additional searches.

GENERAL INFORMATION ABOUT FILINGS

1. Account Setup

To file a Consumer Affairs Division (CAD) complaint, a document, or a utility annual report, or subscribe to a case, you first must set up an account. Note, though, that you do not have to create an account to search for a docketed case or 30-day filing.

- User will arrive at the portal and click Sign In



- Click the Login via Access Indiana button

IURC Online Services Portal

[Sign in](#)

[Register](#)

[Redeem invitation](#)

[Login via Access Indiana](#)

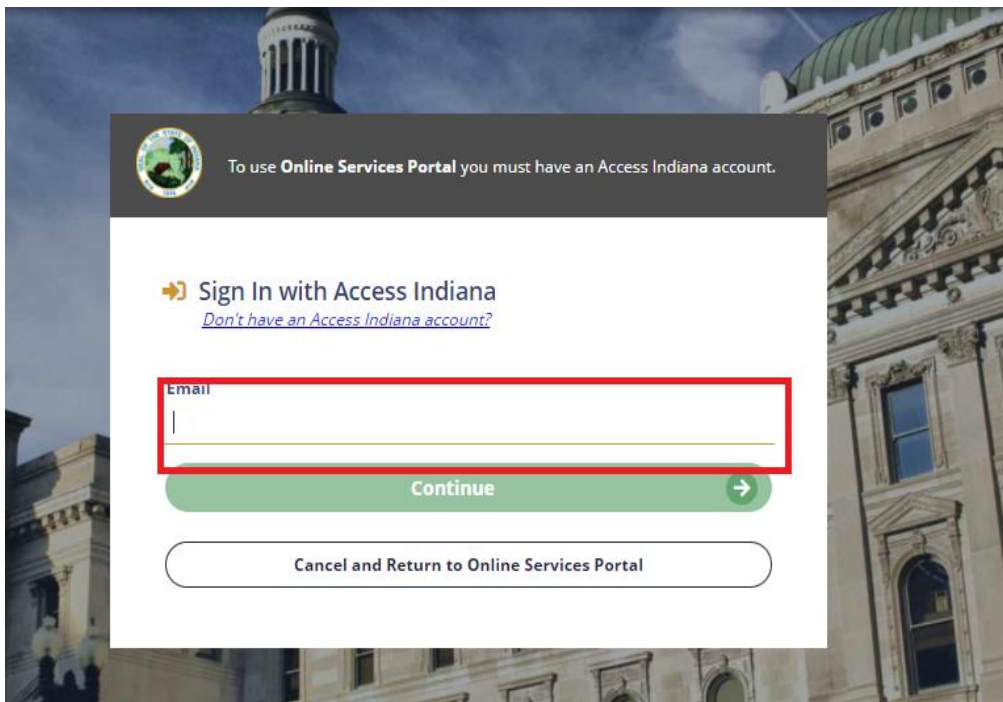
User Manual for using the EFS can be found [here](#).

[Commission](#)

[About the](#)

[Additional](#)

- If you have an Access Indiana Account enter your email address



To use **Online Services Portal** you must have an Access Indiana account.

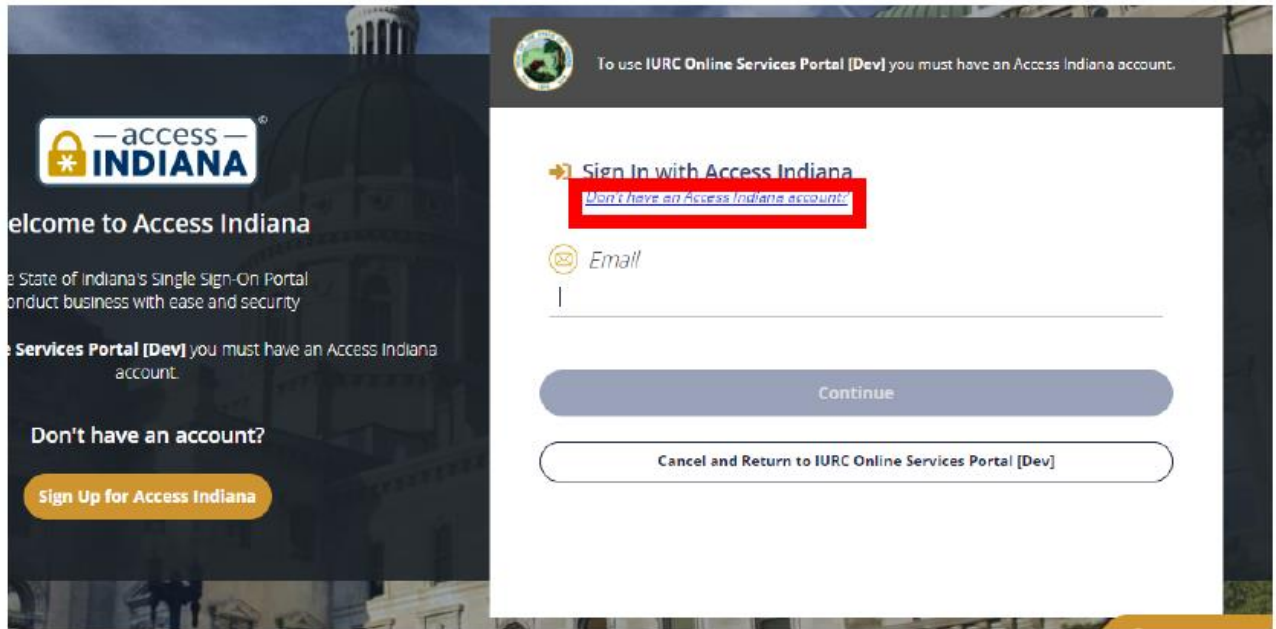
Sign In with Access Indiana
[Don't have an Access Indiana account?](#)

Email

Continue →

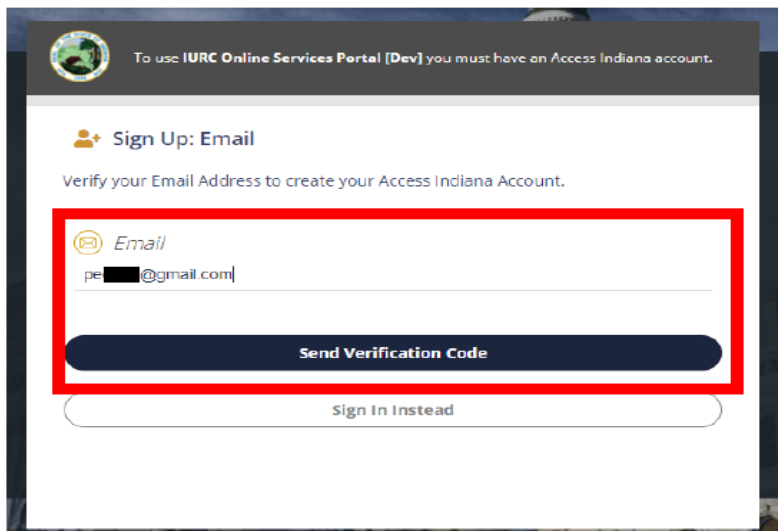
Cancel and Return to Online Services Portal

- Click Continue
- You will then be returned to the home page of the IURC Online Services Portal
- If you do not have an Access Indiana account after clicking “Login via Access Indiana”, click the link to register.



The image shows the 'Sign In with Access Indiana' screen. On the left, a banner for 'access INDIANA' says 'Welcome to Access Indiana' and 'To use IURC Online Services Portal [Dev] you must have an Access Indiana account.' It includes a 'Sign Up for Access Indiana' button. On the right, the 'Sign In with Access Indiana' section has a red box around the link 'Don't have an Access Indiana account?'. Below this is an 'Email' input field with a cursor, a 'Continue' button, and a 'Cancel and Return to IURC Online Services Portal [Dev]' button.

- Enter your email address and click Send Verification Code



The image shows the 'Sign Up: Email' screen. It says 'Verify your Email Address to create your Access Indiana Account.' Below this is an 'Email' input field containing 'pe[REDACTED]@gmail.com'. A red box highlights the 'Send Verification Code' button. At the bottom is a 'Sign In Instead' button.

- Open email and copy the code. Enter the code in the field provided and click Continue.

Sign Up: Email
p[REDACTED]@gmail.com

We have sent a verification code to your email. Please check your email.

Email
p[REDACTED]@gmail.com

Verification Code
972497

Last confirmation sent on August 11th, 2020, at 4:33 pm.

Continue

Back **Resend Code**

- Create a password and click continue (It will need to be strong)

IN.gov **Access Indiana - Portal**

Sign Up: Password
p[REDACTED]@gmail.com

Password

Confirm Password

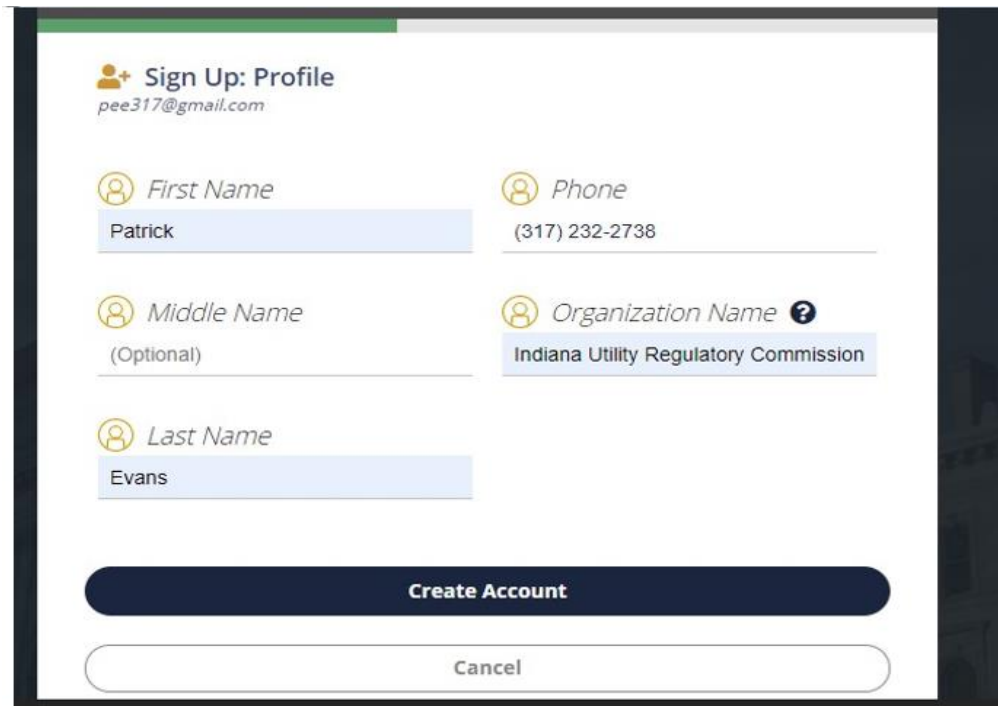
ATTENTION: Your password is the key to your Access Indiana account and, like your offline life, you should be careful about who you give your keys to. If you share your Access Indiana password with anyone, even family members or coworkers, they may have access to all of your applications and information in Access Indiana.

[Hide this message](#)

Continue

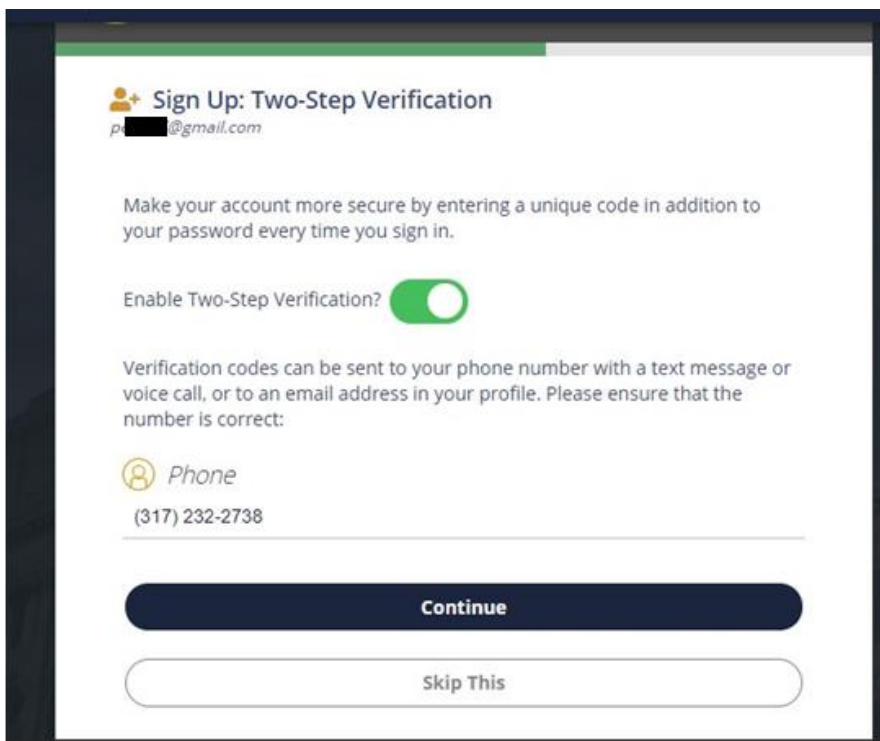
Cancel

- Enter your information for your profile



The screenshot shows a web form titled "Sign Up: Profile" with the email address "pee317@gmail.com" displayed. The form contains several input fields: "First Name" with the value "Patrick", "Phone" with the value "(317) 232-2738", "Middle Name" with the value "(Optional)", "Organization Name" with a question mark icon and the value "Indiana Utility Regulatory Commission", and "Last Name" with the value "Evans". At the bottom of the form are two buttons: a dark blue "Create Account" button and a light blue "Cancel" button.

- Click Create Account



The screenshot shows a web form titled "Sign Up: Two-Step Verification" with the email address "p[REDACTED]@gmail.com" displayed. The form includes a message: "Make your account more secure by entering a unique code in addition to your password every time you sign in." Below this is a toggle switch for "Enable Two-Step Verification?" which is currently turned on. A paragraph explains: "Verification codes can be sent to your phone number with a text message or voice call, or to an email address in your profile. Please ensure that the number is correct:". There is a "Phone" input field with the value "(317) 232-2738". At the bottom are two buttons: a dark blue "Continue" button and a light blue "Skip This" button.

- There is an optional requirement to register for two-step verification

- While it is recommended, it is not a requirement at this time
 - Click skip this if you do not want to set up the extra security

- Enter a recovery email or click skip this to continue

- User is rerouted back to portal profile page
- Click the IURC Online Services Portal link or Home to get to the home page and proceed with conducting your business

IURC Online Services Portal

tester patrick

Home Profile

Profile

Please provide some information about yourself. **Note:** If you are an attorney, be sure to include email, phone, fax, and mailing address.

Your information

Profile

My Permits and Licenses

Change Password

Security

First Name *

tester

Last Name *

patrick

Email *

pc@gmail.com

Phone Number

Mobile Phone

NOTE: Whether you have a current account on the Online Services Portal, you MUST create an Access Indiana account. Failing to do so will mean you cannot access the Portal to submit filings. More information about Access Indiana can be found [here](#).

If you need to access your account information to make changes, click your name in the upper-right corner and then select from Profile, My Permits and Licenses, and Change Password. At any time, you can click IURC Online Services Portal at the top of the page to return to the home page.

2. Confidential Filings

To conform to current [Indiana Rules on Access to Court Records](#) and [170 Ind. Admin. Code 1-1.1-4\(i\)](#), confidential filings must state one of the following warnings on every page of the filing:

- CONFIDENTIAL PER ACCESS TO COURT RECORDS RULE 5
- EXCLUDED FROM PUBLIC ACCESS PER ACCESS TO COURT RECORDS RULE 5

Please also see the section [Hard Copies](#) for instructions on how to file hard copies that contain confidential information.

- If you have not set up an account, please go to the section [Account Setup](#), and set up an account.

File a Document

- Under File a Document, click the Start button.

Start >

- Under Filing Type, select Filings in Docketed Cases, then click Next.

Filing Type *

File New Petition
Filings in Docketed Cases
General Submission

Next

- Choose the “yes” radio button to denote the filing is confidential, then click Next.

Confidential Status

Is Confidential

☐ No ☒ Yes

- Under Confidentiality Approved Date, add the date the Presiding Officers granted confidentiality in the proceeding. You may type the date, or click the calendar icon to select the date

Click the calendar icon to select a date or enter a date in the box.

9/6/2016

- Type your party name under Submitting Party. If there are joint filers, add the parties, separated by commas, and select Yes under Joint Parties.
- To choose the case number, click the magnifying glass below Docketed Case. In the Lookup Records box that displays, type your case number in the search box in the upper-right corner or scroll through the list of case numbers. When you have found your case number, select it and then click Select.

Q



- Click Next.
- Click Add Files and upload your filing(s). **Note:** confidential filings should only include the pages that contain confidential information. For example, in 20 pages of testimony, if only pages 2 and 17 have confidential information, only pages 2 and 17 should be filed as confidential. **Additionally, only hard copies of confidential filings should be on green paper; confidential filings submitted electronically should not be green.**
- You should now see your uploaded filing. To modify your filing, click Previous. To complete the filing, click Submit.

Submitting Party

test user

Docketed Case

44865 - NONE ✕ 🔍

Documents

Choose your file(s) to upload

➤ Add Files

Name ↑	Modified
 IURC Color Internal Phone List 4-25-2016.pdf (112 KB)	3 minutes ago

☐ **Joint Filing**

Previous Submit

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>'Public Utility Fee Report' from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

3. Filenames

Filenames must clearly reflect the file contents. You **MUST** follow the naming conventions in [Appendix B](#) for consistency. Failure to do so could result in the system being unable to upload your document or the IURC being unable to locate your file in the [EFS](#).

4. File Types and Readability

- Nearly all file types are accepted in the [EFS](#). Electronically filed documents do not have to be in PDF format.
- Whenever possible, the IURC prefers that parties use native electronic documents rather than scanned documents.
- Do not upload duplicate versions of the same document, i.e., do not upload both PDF and Word or Excel versions of the same document.
- Spreadsheets shall be in their native form unless only scanned copies are available. With regard to work papers or working papers, including those required by the Minimum Standard Filing Requirements (“MSFR”) rule, [170 Ind. Admin. Code 1-5](#).
- PDF documents must be run through an optical character recognition program such as [Adobe Acrobat](#) prior to uploading to the [EFS](#).
- Documents must be native electronic documents or scanned to a Dots Per Inch (DPI) that makes them clearly readable.
- Documents must be in color, as necessary.
- The document’s font size must be no smaller than 10-point.
- Each document must either have a cover page (ideally) or a blank space at least 1” high and 2.5” wide in the top right corner of the first page for IURC staff to add a file stamp. For Microsoft Excel and other spreadsheets, there must be a cover page as the first tab.
- Spreadsheets that are password protected preventing a file stamp from being applied will be rejected.

DOCKETED CASES

1. Cause Numbers

The system shall automatically generate cause numbers. However, parties also can select their cause number if they know it (for example, GCAs, FACs, and subdockets). Cause numbers must be included on all filings (other than new petitions) to be accepted for filing.

When a new petition is filed, the filing party shall receive an automated email that the file has been received. Within one business day, the file shall be approved if it meets the necessary criteria noted in this document and the IURC’s statutes and administrative rules, and the cause number shall be added to the filing. The filing party will receive an automated email when the filing has been accepted that will provide the cause number and the version of the file with the cause number shall be uploaded to the [EFS](#).

If the filing party wants to file additional documents, such as pre-filed testimony and exhibits, with the filing of a new petition, it may leave the Cause No. blank and the Commission will add the Cause No. if the filing is accepted.

See [Ensure your Filing is Accepted](#) for helpful tips.

2. File Size

To stay consistent with current [Indiana Court of Appeals e-filing](#) file size limit in its [user guide](#), no file submitted through the [EFS](#) shall be larger than 50 MB¹ per document. If a file is larger than that, it should be split into smaller files and named chronologically (1 of 2, then 2 of 2, and so on). When possible, files should be split at a logical point. See the section Limits on File Size in the [E-Filing User Guide](#) published by the Indiana Judicial Branch for more information.

3. File Stamps

Filings will be file stamped by IURC staff as files are accepted. PDFs will receive a watermark. Non-PDF files such as Word documents and Excel spreadsheets will receive a JPEG picture file stamp. Hard copies (see the section [Hard Copies](#), for when hard copies are permissible) shall receive an ink stamp. The filing party will receive an automated email when the filing has been accepted, and the file-stamped version of the file shall be uploaded to the [EFS](#).

4. Hard Copies

If hard copies are required, send them to this address:

Attn: Secretary of the Commission
Indiana Utility Regulatory Commission
PNC Center
101 West Washington Street, Suite 1500E
Indianapolis, Indiana 46204

Confidential Filings

For confidential filings *only*, if an electronic filing exceeds 30 pages in length, a party shall also mail or deliver to the IURC one (1) paper copy within 2 business days.

- Confidential filings should only include the pages that contain confidential information. For example, in 20 pages of testimony, if only pages 2 and 17 have confidential information, only pages 2 and 17 should be filed as confidential.
- The copy shall be printed on both sides of green paper and stapled or, if too large to be stapled, shall be permanently bound. Other formats may be permissible at the administrative law judge's discretion.
- To conform to current Indiana Rules on Access to Court Records and 170 Ind. Admin. Code 1-1.1-4(i), confidential filings must state one of the following warnings on every page of the filing:
 - CONFIDENTIAL PER ACCESS TO COURT RECORDS RULE 5
 - EXCLUDED FROM PUBLIC ACCESS PER ACCESS TO COURT RECORDS RULE 5
 - See [170 Ind. Admin. Code 1-1.1-3](#) and [170 Ind. Admin. Code 1-1.1-4](#) for additional requirements regarding hard copies of confidential filings.

¹ Note that while documents this size are allowed, it may take external parties a while to download larger files, depending on bandwidth.

Public access versions of confidential filings shall follow the requirements for “Regular Filings” (see the next item). Public access versions shall omit or redact confidential portions, indicating where those omissions and redactions occur. See [170 Ind. Admin. Code 1-1.1-4\(i\)\(2\)](#) for more information about submitting public access versions.

Regular Filings

Any party making an electronic filing that exceeds 30 pages in length shall also mail or deliver to the IURC 1 (one) paper copy within 2 business days, unless otherwise ordered by the Presiding Officer(s). The copy shall be printed on both sides and stapled or, if too large to be stapled, shall be permanently bound. Other formats may be permissible at the Presiding Officer(s)’ discretion.

In-person and mail filings (see the section [Paper Filings](#), for permissibility), shall be unbound and single-sided.

Other formats may be authorized by the Presiding Officer(s), in particular, oversized or non-standard sized filings. See [170 Ind. Admin. Code 1-1.1-3\(e\)](#) for more information.

5. Multiple Exhibits/Pleading

You may file multiple documents at one time in the filing system if they are properly separated documents. Each unrelated pleading should be its own document. For example, if you are filing a motion and unrelated testimony on the same day, the motion should be one document and the unrelated testimony should be a separate document.

Related pleadings should be one document to the extent possible. It is understood that because of maximum file sizes and the difficulty of combining Word documents with spreadsheet files, this may not always be possible. Generally, if you are filing a pleading with attachments, that should be one document. For example, if you have a motion that references an affidavit, that motion and affidavit should be one document. Similarly, if you are filing testimony and that testimony contains exhibits, the testimony and exhibits should be one document, to the extent possible.

Examples of items that should be one document, if possible:

- Motion for X, with affidavit verifying the information
- Testimony of Y, with referenced exhibits

Please do not include more than 10 documents per filing for administrative efficiency. Due to the way that IURC staff must review filings, filings with more than 10 documents can take much longer to be reviewed and uploaded.

NOTE, the exception to combining and separating filings is work papers and working papers, including those required by the Minimum Standard Filing Requirements (“MSFR”) rule, [170 Ind. Admin. Code 1-5](#). See the section Work Papers and MSFR Working Papers.

6. New Petitions and Other Filings

Assigned IURC staff, parties on the case’s [Service List](#), and people who have [subscribed](#) to the case will be notified by email when there are new legal notices (such as hearing notices), filings, and orders.

Please note that if you are a party to the case, you do not have to subscribe. You will already receive these email notifications.

- If you have not set up an account, please go to the section [Account Setup](#), and set up an account.

File a Document

- Under File a Document, click the Start button.



- Review the explanation on the following page that explains the purpose of the EFS, limitations regarding file type and size, necessary paper copies and multiple files. You can also click Terms and Conditions on the bottom of the page and review the additional information.

Filing Documents

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>**Public Utility Fee Report** from the dropdown.

New Petitions

- Under Filing Type, select File New Petition, then click Next.

Filing Type *

A screenshot of a web form. At the top is a dropdown menu labeled "Filing Type *" with a downward arrow. Below the dropdown is a list of three options: "File New Petition", "Filings in Docketed Cases", and "General Submission". The first option, "File New Petition", is highlighted in blue. To the right of the dropdown is a small box with the text "Please select an item in this list".

Next

- Under Submitting Party, add the name of your party.
- If there are joint filers, add all the parties, separated by commas, and select Yes under Joint Parties.
- If you know the Cause Number, add it.
- Click Add Files and upload your petition.
- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

Submitting Party

test user

Docketed Case

44865 - NONE x Q

Documents

Choose your file(s) to upload

[Add Files](#)

Name ↑	Modified
 IURC Color Internal Phone List 4-25-2016.pdf (119 KB)	3 minutes ago

☐ **Joint Filing**

[Previous](#) [Submit](#)

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>**Public Utility Fee Report** from the dropdown.

Submit Filing?

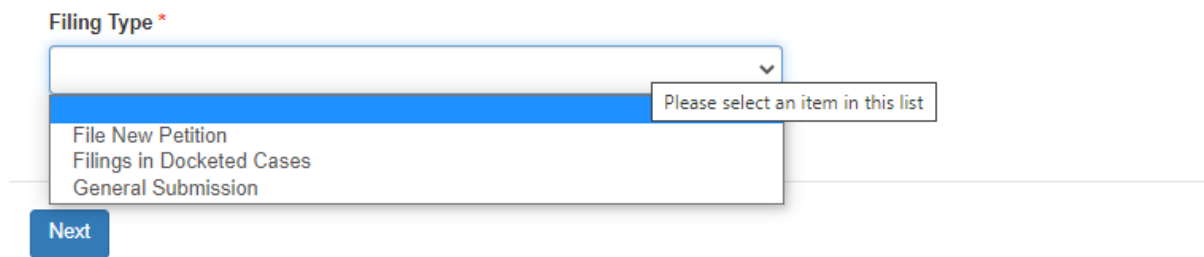
Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

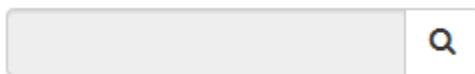
Filings in Docketed Cases

- Under Filing Type, select Filings in Docketed Cases; then click Next.



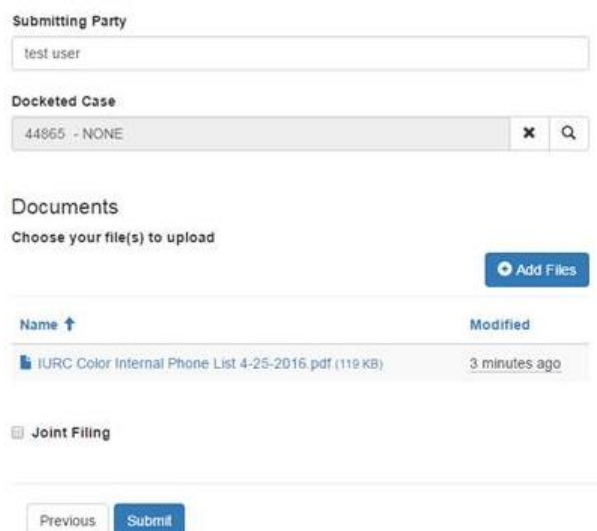
The screenshot shows a dropdown menu titled "Filing Type" with a red asterisk. The menu is open, displaying three options: "File New Petition", "Filings in Docketed Cases", and "General Submission". A tooltip message "Please select an item in this list" is visible next to the dropdown. Below the menu is a blue "Next" button.

- Under Submitting Party, add the name of your party.
- If there are joint filers, add all the parties, separated by commas, and select Yes under Joint Parties.
- To choose a Docketed Case, click the magnifying glass. In the Lookup Records box that displays, type your Case Number in the search box in the upper-right corner then click the magnifying glass or scroll through the list of Case Numbers. When you have found your Case Number, select it and then click Select.



The screenshot shows a search box with a magnifying glass icon. An orange arrow points to the magnifying glass icon.

- Click Add Files and upload your filing(s).
- You should now see your uploaded filing. To modify your filing, click Previous. To complete the filing, click Submit.



The screenshot shows the filing form with the following sections:

- Submitting Party:** A text box containing "test user".
- Docketed Case:** A text box containing "44865 - NONE" with a close button (X) and a magnifying glass icon.
- Documents:** A section titled "Choose your file(s) to upload" with a blue "Add Files" button. Below it is a table with two columns: "Name" and "Modified". The table contains one row: "IURC Color Internal Phone List 4-25-2016.pdf (119 KB)" and "3 minutes ago".
- Joint Filing:** A checkbox labeled "Joint Filing" which is currently unchecked.
- Buttons:** "Previous" and "Submit" buttons at the bottom.

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>'Public Utility Fee Report' from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

7. Original Signatures

The IURC will accept a signature equivalent of an original signature for electronic submissions if it meets the standards in the Indiana Rules of Trial Procedure, [Rule 87\(G\)](#).

8. Paper Filings

The filings rule, [170 Ind. Admin. Code 1-1.1-3\(c\)](#), addresses the limited instances where paper filings are permitted.

9. Receipts

When you submit a filing in [EFS](#), you will receive an email message the filing was received. After the filing is accepted, you will receive another email with the following text:

Your {Filing Type (Portal Document Submission)} for {Case Number (Docketed Case (Legal Case))} has been accepted and is available in the IURC Online Services Portal.

If your filing exceeds 30 pages, we ask that you provide 1 hard copy of the filing within 2 business days. The copy shall be printed on both sides and stapled, or if too large to be stapled, shall be bound with comb or coil bindings along the longest edge.

****For work papers and working papers, including those required by the MSFR ("MSFR") rule, you do not need to send hard copies. However, if spreadsheets were not filed in native format with formulas intact, a CD copy in native format with the formulas intact must be filed. Go to <http://www.in.gov/iurc/2898.htm> and review Sec. b(11) of the User Manual for more information.****

Please contact Carla Bruce at 317-232-2382 or cbruce@urc.in.gov or Hannah Wanzer at 463-261-7398 or hwanzer@urc.in.gov if you need further assistance or instructions regarding receipts, large filings, and spreadsheets."

If the filing is submitted incorrectly, it will be rejected. If rejected, you will receive an email with the following text:

Your {Filing Type (Portal Document Submission)} for {Case Number (Docketed Case (Legal Case))} has been rejected due to {reason for the rejection}. Please resubmit {explanation of how to fix the problem}.

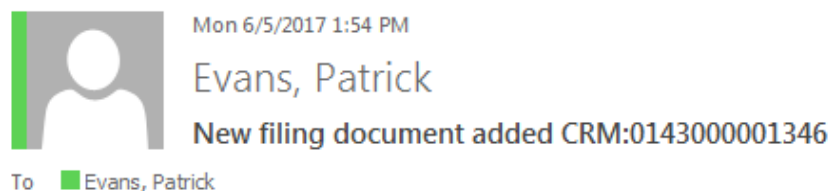
10. Service

The service rule, [170 Ind. Admin. Code 1-1.1-13](#) provides detailed information about service requirements. The IURC's procedural rules require that all parties (the "Service List"), including the Indiana Office of Utility Consumer Counselor ("OUCC"), be timely served, regardless of the manner in which the documents are filed with the IURC. Any document submitted electronically to the IURC, including 30-day filings, also must be sent electronically to the OUCC.

Note, the OUCC prefers to receive service via email at infomgt@oucc.in.gov. Please include the cause number and document name in the subject line.

Generally, orders, notices, and other documents originating with the IURC shall be served by email through the [EFS](#). Actual documents will not be attached in the email, but instead will be provided via a link to the document in [EFS](#) as shown below. The IURC will no longer provide service via fax except in instances where technological issues prohibit service via email and the IURC or a Presiding Officer specifies that method. See [170 Ind. Admin. Code 1-1.1-13](#).

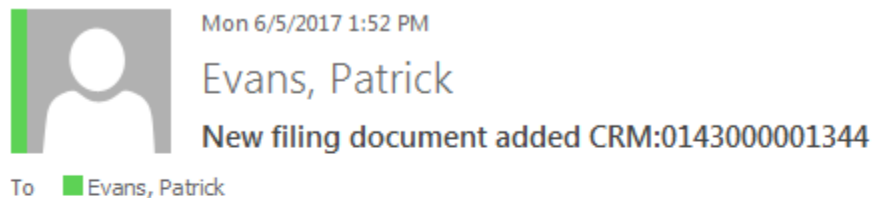
In instances where a party has submitted a filing or the Presiding Officers have issued a Docket Entry, parties on the Service List and subscribers will receive an email like this:



Dear Patrick Evans:

This email is to inform you that a new filing has been added to legal case 44801 - NONE
Please click on the following link to retrieve the document: [Document](#)

In instances where the IURC has issued an Order, parties on the Service List and subscribers will receive an email like this:



Dear Patrick Evans:

This email is to inform you that a **new order** has been added to legal case 44801 - NONE
Please click on the following link to retrieve the document: [Document](#)

11. Work Papers and MSFR Working Papers

The IURC wants to reduce the administrative burden to internal and external staff regarding work papers and working papers, including those required by the MSFR rule, [170 Ind. Admin. Code 1-5](#) (“work papers and MSFRs”). Filers should combine work papers and MSFRs into mass PDFs to the extent possible without causing confusion within the filing or affecting readability. The number of spreadsheets should be reduced by increasing the number of tabs per spreadsheet, again to the extent it does not cause confusion within the filing or affect readability. When spreadsheets are filed in PDF, a CD copy shall be provided to the IURC in native format, such as Excel, with formulas intact. See below for more detailed information.

- Documents and PDFs. Work papers and MSFRs in document or PDF form shall be filed in bundles of up to 24.41 MB each. Work papers and MSFRs may be in PDF form.
- Spreadsheets. Where practicable, work papers and MSFRs in spreadsheet form shall be filed in bundles up to 24.41 MB each. In the instance of witness testimony that utilizes spreadsheets, the witness is encouraged to use multiple tabs in one spreadsheet rather than several one-tab spreadsheets.

If spreadsheet work papers or MSFRs are filed in PDF format, the filer shall file a Notice of Submission stating that the filer has or will deliver a CD copy of the work papers or MSFRs in native format with formulas intact to the IURC. When submitting the CD, please label it with the ALJ (if known), cause number, filing party, and “work papers” or “MSFR.”

Note the IURC continues to work on ways to improve procedural efficiencies. You can learn more on the [IURC website](#).

NON-DOCKETED FILINGS AND GENERAL SUBMISSIONS

1. 30-Day Administrative Filings

Utilities shall file 30-day administrative filings, sometimes called 30-day filings or utility articles, through the [EFS](#). See [170 IAC 1-6](#). Detailed information can be found in the administrative rule, but generally a 30-day administrative filing meets the following criteria:

- The utility's request is outside the context of a general rate case.
- The request is not subject to other IURC rules establishing specific filing requirements based on the subject matter of the request.
- The request:
 - is revenue neutral within a specific rate schedule,
 - results in an overall decrease in the utility's revenue, and
 - either:
 - applies to all customer classes,
 - is a nonrecurring charge, or
 - is a rate or charge for new services.

This section provides instructions on how to file a 30-day filing.

- If you have not set up an account, please go to the section [Account Setup](#).

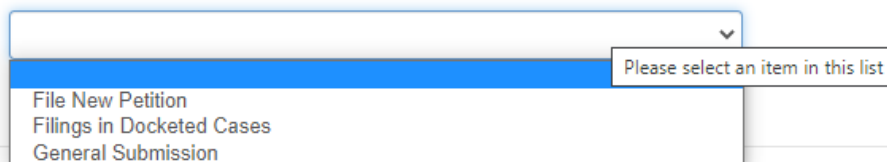
File a Document

- Under File a Document, click the Start button.

Start >

- Under Filing Type, select General Submission, then click Next.

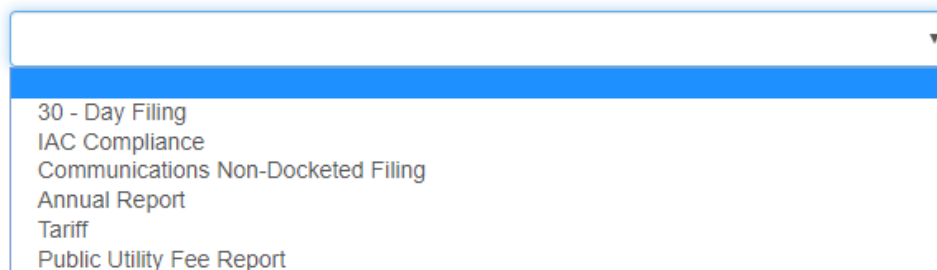
Filing Type *



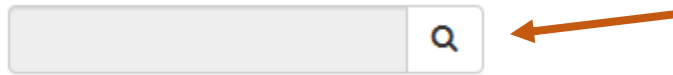
Next

- Under General Submission Type, select 30-Day Filing, then click Next.

General Submission Type



- To choose an Industry, click the magnifying glass. In the Lookup Records box that displays, type your industry in the search box in the upper-right corner or scroll through the list of Industries. When you have found your Industry, select it and then click Select.



- Click Add Files and upload your filing(s).
- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

General Submission

General Submission Type

30 - Day Filing

Industry *

Gas

Documents

Choose your file(s) to upload

+ Add files

Name ↑

Modified

Doc1.docx (18 KB)

2/4/2022 12:13 PM

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (If paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>**Public Utility Fee Report** from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

2. Affiliate Contracts

Contracts Generally

Affiliate Contracts that are not part of a docketed proceeding shall be submitted by email to GeneralCounsel@urc.in.gov as outlined in Section V of [GAO 2016-5](#). Affiliate Contracts may not be filed in the [EFS](#) as non-docketed filings at this time, but this feature may be added in the future.

If an Affiliate Contract is filed in a cause, it also must be provided to the General Counsel Division as outlined in Section V(c) of [GAO 2016-5](#).

Confidential Contracts

All or a part of an affiliate contract may be granted confidential treatment. See [170 Ind. Admin. Code 1-1.1-4](#), Confidential or privileged information, for more information. Affiliate contracts with confidential treatment must be submitted in hard copy, NOT by email. Follow the information about paper color, redaction, and other guidance in the section [Confidential Filings](#).

3. Annual Reports

Utilities shall file annual reports through the [EFS](#) in the “File a Utility Annual Report” section.

This section provides instructions on how to file an annual report.

Filing an Annual Report Document

- If you have not set up an account, please go to the section [Account Setup](#).
- Under File a Document, click the Start button. File a Document
- Under Filing Type, select General Submission, then click Next.

Start >

Filing Type *

- File New Petition
- Filings in Docketed Cases
- General Submission

Next

- Under General Submission Type, Select Annual Report, then click Next.

General Submission Type

30 - Day Filing
IAC Compliance
Communications Non-Docketed Filing
Annual Report
Tariff
Public Utility Fee Report

- To choose an Industry, click the magnifying glass. In the Lookup Records box that displays, type your industry in the search box in the upper-right corner or scroll through the list of Industries. When you have found your Industry, select it and then click Select.

Q



- Click Add Files and upload your filing(s).
- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

General Submission

General Submission Type

Annual Report

Industry *

Electric

Documents

Choose your file(s) to upload

 Add files

Name ↑

Modified

 Doc1.docx (18 KB)

2/4/2022 12:13 PM

Previous

Next

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically route appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

Filing an Annual Report Through Fill-In Fields

If you have not set up an account, please go to the section [Account Setup](#), and set up an account.

- Under File a Utility Annual Report, click the Start button.
- Click Create.
- Fill in all fields including Report Year, Utility, and Industry. To populate the fields, click the magnifying glass. In the Lookup Records box that displays, type in the search box in the upper-right corner or scroll through the list. When you have found what you need, select it and then click Select.


- If you wish to add financial and customer data (not required) click the radio button next to Yes:

Include Financial and Customer Data (not required)

☐ No ☒ Yes

- Click Browse and upload your annual report, then click Next.
- Fill out every field on the Financials page. If a field does not apply to you, enter zero. You cannot leave a field blank.

Financials

Balance Sheet Info

Utility Plant in Service *

Plant Held for Future Use *

Income

Residential Revenue *

Commercial Revenue *

- Click Next. Continue entering data in the fields.
- Add or update data on the Submit Review page.
- Click Add Files and upload your annual report.
- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

Submitting Party

Docketed Case
 ✕ 🔍

Documents
Choose your file(s) to upload

Add Files

Name ↑	Modified
 IURC Color Internal Phone List 4-25-2016.pdf (119 KB)	3 minutes ago

☐ Joint Filing

Previous

Submit

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>'Public Utility Fee Report' from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Submission completed successfully.

4. Communications Non-Docketed Filings

When there are changes to a communications service provider's Certificate of Territorial Authority (CTA), the provider must file a [Notice of Change in CTA](#) per [Ind. Code § 8-1-32.5-12](#). Similarly, changes that occur after the IURC issues a Video Service Franchise also require the provider to file a [Notice of Change for VSP](#). Both types of submissions are handled through this non-docketed process. Additionally, Voluntarily Negotiated Interconnection Agreements, Adoption of Previously Approved Interconnection Agreements, and Amendments to Voluntarily Negotiated Interconnection Agreements should be submitted as Communications Non-Docketed Filings. This section provides instructions on how to file these documents.

- If you have not set up an account, please go to the section [Account Setup](#).
- Under File a Document, click the Start button.
- Under Filing Type, select General Submission, then click Next.

File a Document

Start >

Filing Type *

File New Petition
Filings in Docketed Cases
General Submission

Next

- Under General Submission Type, Select Communications Non-Docketed Filing, then click Next.

General Submission Type

30 - Day Filing
IAC Compliance
Communications Non-Docketed Filing
Annual Report
Tariff
Public Utility Fee Report

- Click Add Files and upload your filing(s).
- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

General Submission

General Submission Type

Communications Non-Docketed Filing

Documents

Choose your file(s) to upload

+ Add files

Name ↑

Modified

Doc1.docx (18 KB)

2/4/2022 12:23 PM

Previous

Next

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>'Public Utility Fee Report' from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

5. Compliance Filings

Filings for Docketed Cases

Filings made to comply with an IURC Order shall be filed under the Order's Cause Number.

Filings Required by Ind. Admin Code

[Title 170 Ind. Admin Code](#) requires submission of certain filings and reports. Filings and reports not addressed elsewhere in this User Manual may be filed under this section. If you are unsure if an item should be filed in the EFS, rather than submitting it in a different way, please contact IURC Information Technology System Support for assistance at:

iurcitsupport@urc.in.gov
(317) 232-2701

- This section provides instructions on how to file these documents.
- If you have not set up an account, please go to the section [Account Setup](#).
- Under File a Document, click the Start button.
- Under Filing Type, select General Submission, then click Next.

File a Document

Start >

Filing Type *

▼

File New Petition
Filings in Docketed Cases
General Submission

Next

- Under General Submission Type, Select IAC Compliance, then click Next.

General Submission Type

▼

30 - Day Filing
IAC Compliance
Communications Non-Docketed Filing
Annual Report
Tariff
Public Utility Fee Report

- Click Add Files and upload your filing(s). In the Comments box, provide the Ind. Admin. Code citation.
- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

General Submission

General Submission Type

IAC Compliance ▼

Documents

Choose your file(s) to upload

➕ Add files

Name ↑

Modified

Doc1.docx (18 KB)

2/4/2022 12:23 PM

Previous

Next

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type> **Public Utility Fee Report** from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

6. Indiana 811 Law, Excavation Damages

Responses in cases under [Ind. Code ch 8-1-26](#), the Indiana 811 Law, currently are not accepted through the [EFS](#) and are not searchable. Parties should continue submitting responses as provided on the IURC website in this [current manner](#). If a party wants to see excavation damage case file information, please email PipelineDamageCase@urc.in.gov with the case number.

Public hearings under the Indiana 811 Law will follow the [docketed case](#) process. See more information at [170 Ind. Admin. Code 1-1.1-5.5](#).

7. Integrated Resource Plans

This section provides instructions on how to submit an integrated resource plan (“IRPs”) and how to submit comments to IRPs. Note that this only applies to IRPs that are not in a formally docketed proceeding. In that instance, please see the IURC’s procedural rules at [170 Ind. Admin. Code 1-1.1](#). See also [170 Ind. Admin. Code 4-7-2.5](#).

Submitting IRPs

[170 Ind. Admin. Code 4-7-2 \(c\)](#) allows utilities to submit IRPs via email to the IURC’s IRP director at bborum@urc.in.gov, or through an electronic filing system if requested by the director. If files are too large to be sent by email, they may be submitted via CD or DVD. For instructions on filing large files through the EFS, please see [File Size](#).

The procedures in [Hard Copies](#) applies to IRPs, even if they are emailed or submitted via CD or DVD..

Submitting Comments

[170 Ind. Admin. Code 4-7-2.2 \(a\)\(3\) and \(d\)\(3\)](#) allows IRP comments and supplemental or response comments, respectively, to be submitted via email to the IURC's IRP director at bborum@urc.in.gov, or through an electronic filing system if requested by the director.

Comments may also be submitted by mail. See <https://www.in.gov/iurc/energy-division/electricity-industry/integrated-resource-plans/> for more information.

Questions regarding IRPs should be directed to the Commission's Research, Policy, and Planning Division at (317) 232-2736 or via email to bborum@urc.in.gov.

Submitting Confidential Information

Utilities and interested parties may plan to file IRP information or documents that contain information they believe is confidential. In those instances, please see [170 IAC 4-7-2.1](#), [170 IAC 1.1](#), and the [Confidential Filing](#) and [Hard Copy Confidential Filing](#) sections of this User Manual for instructions on requesting confidential treatment and filing confidential information.

8. Public Utility Fee Report

This section provides instructions on how to file information for fee billing.

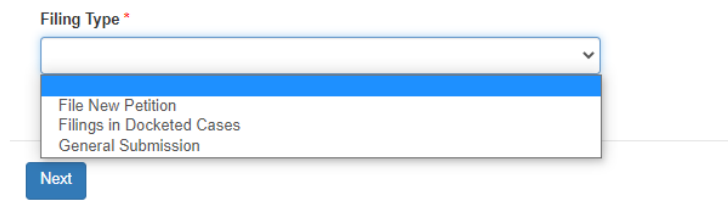
- If you have not set up an account, please go to the section [Account Setup](#).

- Under File a Document, click the Start button.

File a Document

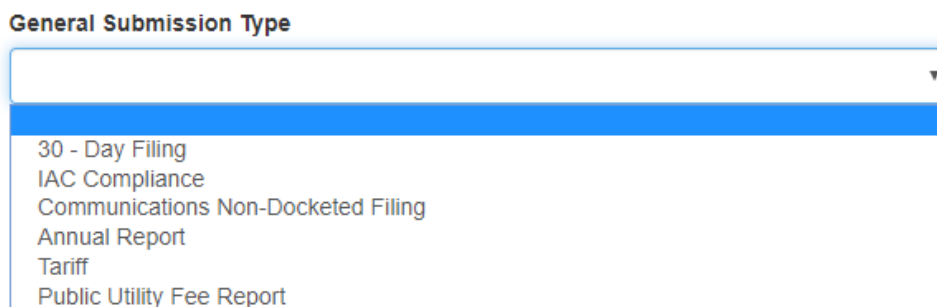
Start >

- Under Filing Type, select General Submission, then click Next.



The screenshot shows a web form with a dropdown menu labeled "Filing Type *". The dropdown is open, showing three options: "File New Petition", "Filings in Docketed Cases", and "General Submission". The "General Submission" option is highlighted in blue. Below the dropdown is a blue button labeled "Next".

- Under General Submission Type, Select Public Utility Fee Report, then click Next.



The screenshot shows a web form with a dropdown menu labeled "General Submission Type". The dropdown is open, showing six options: "30 - Day Filing", "IAC Compliance", "Communications Non-Docketed Filing", "Annual Report", "Tariff", and "Public Utility Fee Report". The "Public Utility Fee Report" option is highlighted in blue.

- Click Add Files and upload your filing(s).

- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

General Submission

General Submission Type

Public Utility Fee Report

Documents

Choose your file(s) to upload

 Add files

Name ↑

Modified

 Doc1.docx (18 KB)

2/4/2022 12:23 PM

Previous

Next

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>**Public Utility Fee Report** from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

9. Pipeline Safety

Pipeline Safety filings such as [annual reports](#) currently are not accepted through the [EFS](#). This manual shall be updated, and operators notified if/when the [EFS](#) can accept these filings.

Parties should continue submitting Pipeline Safety-related matters in the current manner:

- Responses to violation letters are submitted via email to PipelineInspections@urc.in.gov.
- Reports and documents related to Ind. 811 Law cases, other than filings in a [docketed proceeding](#), are submitted via email to PipelineDamageCase@urc.in.gov or a fillable form can be submitted [online](#).
- Contact the [Pipeline Safety Division](#) for additional assistance.

10. Rulemakings

Rulemaking comments may not be filed in the [EFS](#) as non-docketed filings at this time. This feature may be added in the future. Rulemakings will continue to be posted to the [IURC's website](#). You can click on a rule for instructions on how to submit comments.

11. Tariffs

PLEASE NOTE: For Eligible Telecommunications Carriers' (ETCs) Lifeline tariffs, companies must file their updated tariffs in the docketed case in which they received their ETC designation order (*ex: 41052 ETC XX*). See the [docketed case](#) section for instructions on submitting filings in docketed cases.

This section provides instructions on how to file a tariff.

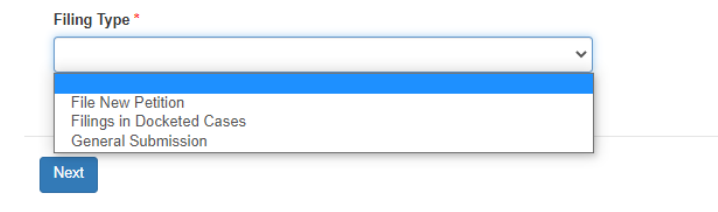
- If you have not set up an account, please go to the section [Account Setup](#).

- Under File a Document, click the Start button.

File a Document

Start >

- Under Filing Type, select General Submission, then click Next.

A screenshot of a web form. At the top, there is a label "Filing Type" with a red asterisk. Below it is a dropdown menu. The dropdown menu is open, showing three options: "File New Petition", "Filings in Docketed Cases", and "General Submission". The "General Submission" option is highlighted with a blue background. Below the dropdown menu is a blue button with the text "Next".

- Under General Submission Type, Select Tariff, then click Next.

General Submission Type

▼

30 - Day Filing

IAC Compliance

Communications Non-Docketed Filing

Annual Report

Tariff

Public Utility Fee Report

- To choose an Industry, click the magnifying glass. In the Lookup Records box that displays, type your industry in the search box in the upper-right corner or scroll through the list of Industries. When you have found your Industry, select it and then click Select.

Q



- Click Add Files and upload your filing(s).
- You should see the uploaded filing. Click Previous to modify it or Submit to complete it.

General Submission

General Submission Type

Tariff

▼

Industry *

Electric

×

Q

Documents

Choose your file(s) to upload

➕ Add files

Name ↑	Modified
 Doc1.docx (18 KB)	2/4/2022 12:23 PM

Previous

Next

- You will need to click Submit again on the next screen:

File a Document

The Electronic Filing System (EFS) serves as a repository for documents submitted to the Indiana Utility Regulatory Commission (Commission).

By using the EFS, users can file documents at any time and from anywhere. Additionally, the EFS enables electronic documents to be automatically routed to the appropriate Commission staff for processing.

At this time, the Commission accepts the following types of documents electronically:

- New case petitions (if paper copies are requested, please put the cause number on the front of the documents)
- Filings in docketed cases (not including new case petitions)
- Confidential documents as related to docketed cases
- General submissions (30-day filings, fee bills, annual reports, communications non-docketed filings, and tariffs)

All electronic documents must meet the criteria for submission and must be filed in the required format for that specific type of filing.

Any party making a filing that exceeds 30 pages must also mail or deliver to the Commission one additional copy. See the **User manual** at <http://www.in.gov/iurc/2898.htm> for specific instructions.

50 MB file limit - See the **User manual** at <http://www.in.gov/iurc/2898.htm> for the most recent revisions.

Fields with an asterisk (*) are required.

Terms and Conditions

If you are submitting any of the following State Forms: 50492, 50493, 50494, 50495, 50496, 50497, 50498, 50499, 54640 please select General Submission Type>'Public Utility Fee Report' from the dropdown.

Submit Filing?

Click on Previous to modify your filing or Submit to complete.

- You will see the message below if your document was successfully submitted:

Documents submitted successfully.

CONSUMER AFFAIRS COMPLAINTS

This section provides instructions on how to file a CAD complaint or inquiry through the online portal. For this section, "complaint" will refer to complaints and inquiries. You may continue to file CAD complaints by phone or mail. See the [CAD Website](#) for more information. In particular, please note that **if you have already had your utility service interrupted or interruption is imminent**, you must call CAD at (317) 232-2712 or (800) 851-4268 instead of filing online.

- If you have not spoken with the utility regarding your concerns, you must wait to submit your complaint and contact the utility first to try to resolve the issue before submitting your complaint.
- If you have not set up an account, please go to the section [Account Setup](#).
- Under File a Consumer Complaint, click the Start button. **File a Consumer Complaint**
- Fill out all sections of the complaint as best as you can.

Start >

- In order to submit a complaint, you must have contacted the utility and you dispute the utility's proposed resolution. Please provide the date of the most recent communication with the utility.

Section 1: Communication with Utility

Have you been in contact with the utility?

☐ No ☒ Yes

If yes, what was the approximate date?

Please click the calendar icon to the right to select a date

7/25/2016 



- Fill out Section 2, which provides information about the utility customer. If you are not the customer of record and are filing on behalf of someone else, the customer's information must be entered here. The information entered in your user profile will be used as the complainant's contact information.

Section 2: Utility Customer

Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the complaint. Please make sure this information matches what is on record with the utility.

Email *

First Name *

Last Name *

Home Phone

Business Phone

Contact Phone *

Company Name

- Complete Section 3.
 - Required fields are marked with a red asterisk (*). In Address Line 2, enter the apartment or suite number, if applicable.
 - To enter a ZIP Code, click the magnifying glass. In the Lookup Records box that displays, type your ZIP Code in the search box in the upper-right corner or scroll through the list of ZIP Codes. When you have found your ZIP Code, select it and then click Select.

Section 3: Service Address

Address Line 1 *

Address Line 2

City *

State *

ZIP Code *

Please click the magnifying glass to the right to select a Zip Code.

Lookup Records

×

		46201	
✓	ZIP Code ↑	City	
✓	46201	Indianapolis	



Remove Value

Select

Cancel

- Complete Section 4.
 - Click the down arrow next to Account Type, and then select Residential, Business, or Not Sure (if you don't know which type of account it is.)
 - Find the correct Utility and Utility Type by clicking the magnifying glass and searching for those.

Section 4: Utility Information

Account Type *

Residential

Utility *

Click the magnifying glass icon to search for the utility's name.

IPL,

x

Q

Utility Type *

Click the magnifying glass icon to search for the utility's type.

Electric

x

Q

- In Section 5, describe your complaint.

Section 5: Briefly Describe Complaint or Situation

(If the complaint is concerning telephone service, please provide the telephone number experiencing problems.)

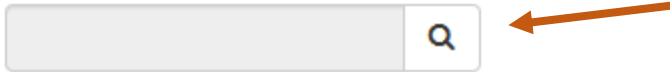
test

- After you have completed Section 5, click Submit.
- After clicking Submit, you will see a confirmation screen stating that your complaint has been submitted successfully. You also will receive an email from CAD confirming receipt of your complaint. If you need to provide additional correspondence, such as bill copies, please respond to the email you receive from CAD to provide this information.

SUBSCRIBING TO CASES

This section provides instructions on how to receive email notifications about a particular case. You will be notified when hearings are set, the case status changes, or there are new filings or orders in the matter. Please note that if you are a party to the case, you do not have to subscribe. You will already receive these email notifications.

- If you have not set up an account, please go to the section [Account Setup](#).
- Under Subscribe to a Legal Case, click the Start button. **Subscribe to a Legal Case**
- Click Add Subscription on the right side of the page. **Start >**
- Select which legal case you would like to subscribe to by clicking the magnifying glass.



- Type in the case number, then click the magnifying glass.
- Click anywhere along the case to select it, then click Select.
- The window will close, and the case number will populate. Click Subscribe.

Legal Case

Please select which legal case you would like to subscribe to by clicking the magnifying glass.

 ✕ 🔍

Subscribe

- Your subscriptions should be listed. To remove a subscription, click the carat to the right of the case and click Remove Subscription.

Legal Case ↑	Current ALJ (Legal Case)	Industry (Legal Case)	Petition Date (Legal Case)	Petitioners (Legal Case)
44133 - NONE			12/13/2011	SBC Internet Services, Inc., ⌵
50020 - FAC - 1			7/6/2016	⌵ Remove Subscription

WEEKLY ACTION ITEMS

The IURC will continue to post on its [website](#) the following weekly action items:

- [Agenda](#)
- [Conference Orders](#)
- [Hearing Schedule](#)
- [Filings List Reports](#)
- [30-Day Filing Reports](#)
- [Recommendations from Underground Plant Protection Advisory Committee](#)

APPENDIX A: AMENDMENT LOG

Date of Change	Amendment	Page No.
2/21/2022	New version of user manual published	ALL
3/3/2025	Updates published, see below.	

In March 2022, Commission staff did a significant update of the Online Services Portal User Manual, including updates to screenshots, links, and staff contact information. For that reason, not every change is denoted in this amendment log; however, a list of the more process-related changes can be found below:

- Account setup – added instructions for setting up Access Indiana account (*pages 7-13*)
- Confidential filings – added note regarding how to file confidential filings electronically (*page 14*)
- File names & readability – added reminder that spreadsheets that are password protected preventing a file stamp will be rejected (*page 16*)
- Cause Numbers – added instructions for filing additional documents with a new petition (*page 16*)
- Tariffs – added a reminder that updates to Eligible Telecommunications Carriers' (ETCs) Lifeline tariffs should be filed in the docketed case for which the companies received their ETC designation order (*page 38*)
- Naming Conventions – added step to double check involving naming conventions before filing OCR'd documents (*page 47*)

In March of 2025, Commission staff published updates to the Electronic Filing System User Manual, including updates to various screenshots, links, user instructions and staff contacts. Minor organizational changes were also made. Those changes are not specifically denoted in this amendment log; however, a list of the more process-related changes can be found below:

- * Paper copies – Parties making a filing exceeding 30 pages now need only file one (1) paper copy. Screenshots and instructions have been updated throughout the manual to reflect this change.
- Annual reports – Updated section to reflect that utilities now file annual reports through the EFS under the “File a Utility Annual Report” section.

APPENDIX B: NAMING CONVENTIONS

Standard filenames shall clearly reflect what a file is. Using standardized naming conventions will make it easier for internal and external parties to identify documents shared in the filing system. Naming conventions **shall** be used by internal and external parties for consistency. Failure to do so could result in the IURC being unable to locate files in the [EFS](#).

Note that certain character use is prohibited by Microsoft SharePoint, the software used for electronic filing. The system **cannot accept your files** if the filenames contain the characters noted in [Prohibited File Characters](#).

1. Prohibited File Characters

The following characters cannot be used anywhere in a filename:

Ampersand	&
Angle brackets	< >
Asterisk	*
Backslash	\
Braces	{ }
Comma	,
Colon	:
Number sign	#
Percent	%
Period - only prohibited at the beginning or end of a filename	.
Period (double)	..
Pipe	
Plus sign	+
Question mark	?
Quotation mark	"
Slash	/
Tilde	~
Underscore - only prohibited at the beginning of a filename	_

2. Docketed Filings

The filename shall include the following information, in this order, separated by underscores:

- Docket number (if known)
- Subdocket number (if any)
- Name of filing party
- Type of filing:
 - Brief
 - Case-in-Chief
 - Exhibit, including revised/corrected/supplemental and the name of the person providing testimony, if applicable²
 - Minimum Standard Filing Requirement Working Papers (MSFR)

² As a reminder, exhibits should be referred to as “exhibits” rather than “attachments.” They should be identified either by number or letter, just be consistent. Note that an exhibit may have attachments. For example, if Mr. Smith is testifying, he can sponsor several “attachments” as part of his exhibit. The filename would be Smith Exhibit, and the file would include Smith’s testimony and his sponsored attachments.

- Motion
- Notice
- Objection
- Petition
- Proposed Order (POrder)
- Reply
- Response/Rebuttal and name of person providing this testimony
- Settlement Agreement (Settlement)
- Stipulation
- Workpapers (Papers)
- Date filed (MMDDYY)

Filings titled “Certificate of Service” shall be rejected as not descriptive of the contents.

Do not include punctuation in the filename. If submitting more than one filing of the same type, insert the _2, _3 for each additional filing. It does not matter whether capital letters are used.

Please ensure that if the filing revises, corrects, or supplements an earlier filing, the filename reflects it. For ease of review, those filings should include the entirety of the original filing.

Note that filenames can be no longer than 260 characters.

Examples:

- Cause 44143, Hayden Wastewater Utility is filing a Motion on February 22, 2016:
44143_hayden wastewater utility_motion_022216
- Cause 37399 GCA 112, Citizen’s Gas is filing a Response on February 23, 2016:
37399GCA112_citizens gas_response_022316
- Cause 37399 GCA 112, Citizen’s Gas is filing a second Response on February 23, 2016:
37399GCA112_citizens gas_response_022316_2
- Cause 44143, Hayden Wastewater Utility is filing the testimony of Mr. Smith on February 22, 2016:
44143_hayden wastewater utility_testimony_Smith_022216
- Cause 44143, Hayden Wastewater Utility is filing supplemental testimony for Mr. Smith on February 22, 2016:
44143_hayden wastewater utility_supplemental testimony_Smith_022216

NOTE: Please double check while OCR’ing a document and before making a filing that there is no file name in the PDF properties of the document; leaving this in will cause the wrong file name to show in the PDF document in the browser.

3. Non-Docketed Filings

The filename shall include the following information, in this order, separated by underscores:

- Associated number (if any)
- Name of filing party
- Type of filing (additional filing abbreviations to be added as needed):

- Additional Assumed Name (AddName)
- Annual Reports (AnnualReport)
- Change in Name (ChangeName)
- Change in Ownership, Operation, or Control, Corporate Organization of the Provider, Including Merger, Acquisition, or Reorganization. (ChangeOwn)
- Change in Type of Communication Services (ChangeType)
- Interconnection Agreement (Interconnect)
- Sale, Assignment, Lease or Transfer (Sale)
- Transfer of Assets (TransAsset)
- Transfer of Indirect Control (TransControl)
- Video Filings (Video)
- Date filed (MMDDYY)

Do not include any punctuation in the naming convention. If submitting more than one filing of the same type, insert the _2, _3 for each additional filing.

Examples:

- Greenfield is filing its annual report on March 22, 2016
Greenfield_AnnualReport_032216
- CSP 1603-9, Frontier North, Inc. is filing a CSP Notice of Change on Feb. 22, 2016:
CSP1603-9_Frontier North Inc_CSP NOC_022216
- 43185-VSP01-D, Frontier North is filing a video Notice of Change on Feb. 22, 2016:
43185-VSP01-D_Frontier North Inc_VSP NOC_022216
- 40572-INA-293ND, AT&T Indiana and Entelegent Solutions, Inc. are filing a voluntarily negotiation Interconnection Agreement amendment signed May 12, 2016:
40572-INA-293ND_AT&T Entelegent_Interconnection Agreement_051216

4. Consumer Affairs Division Responses

The filename shall include the following information, in this order, separated by underscores:

- CAD Case Number
- Name of sending party (if customer, use "Customer")
- Type of document
 - Bill (Bill)
 - Contract or Agreement (Contract)
 - Email (Email)
 - Facsimile (Fax)
 - Indiana Administrative Code (IAC)
 - Indiana Code (IC)
 - Internal Policy or Rule (Policy)
 - Lease (Lease)
 - Letter (Letter)
 - Local Ordinance (Ordinance)
 - Recording (Recording)
 - Statement of Events (Statement)
 - Tariff (Tariff)
- Date sent (MMDDYY)

Do not include punctuation in the naming convention. If submitting more than one document of the same type, insert the _2, _3 for each additional document.

Examples:

- Case 222334, Hayden Wastewater Utility is sending a copy of the customer's bill on February 22, 2016:
 - 222334_hayden wastewater utility_bill_022216
- Case 222334, Hayden Wastewater Utility is sending a different copy of the customer's bill on February 22, 2016:
 - 222334_hayden wastewater utility_bill_022216_2
- Case 123456, customer David Smith is sending his statement of events on March 21, 2016:
 - 123456_Customer_Statement_032116
- Case 123456, NIPSCO is sending its internal policy on March 22, 2016:
 - 123456_NIPSCO_Policy_032216

APPENDIX C: ENSURE YOUR FILING IS ACCEPTED

- **Cause Numbers.** Cause numbers must be included on all filings (other than new filings) to be accepted for filing.
- **Choosing your Document.** Attach the correct document, checking that the document is correct and that you chose the correct cause number.
- **File Name.** Use the proper naming conventions. See [Appendix B: Naming Conventions](#).
- **File Size.** Ensure each file is not too large. See [File Size](#).
- **Multiple Files.** For large documents, ensure they are numbered 1 of 2, 2 of 2, etc.

APPENDIX D: QUICK REFERENCES

Electronic Filing System

Electronic filing system: <https://iurc.portal.in.gov/>

Rules and General Administrative Orders

170 Ind. Admin. Code 1-1.1: http://iac.iga.in.gov/iac/iac_title?iact=170

General Administrative Order 2016-2: <https://www.in.gov/iurc/files/gao-2016-2-with-manual.pdf>

Help - 30-Day Filings and Annual Report

Communications	Sally Getz	(317) 234-1543	sgetz@urc.in.gov
Energy (Gas and Electric)	Jane Steinhauer	(317) 232-4244	jsteinhauer@urc.in.gov
Water/Wastewater	Curt Gassert	(317) 232-2749	cgassert@urc.in.gov

Help - Technical

urcitsupport@urc.in.gov
(317) 232-2701

IURC Contact Information

Operating Hours: 8:15 a.m. to 4:45 p.m. Monday through Friday

Address: PNC Center
101 West Washington Street, Suite 1500 East
Indianapolis, Indiana 46204

Telephone - Main: (317) 232-2701

Telephone - CAD: (317) 232-2712
(800) 851-4268

Office of General Counsel: URCGeneralCounsel@urc.IN.gov