

# Main Extensions

## Dispute Resolution Process

The Commission's Consumer Affairs Division (CAD) strongly encourages the applicant and municipality to make a good faith effort to resolve disputes. However, if an applicant is not satisfied with the municipality's proposed resolution, Ind. Code § 8-1-2-101.5(d) allows the applicant to submit an informal complaint to CAD for resolution.

When filing a complaint, please include the following information:

1. The status of a main extension agreement, and a copy of the agreement, if there is one.
2. Whether fire protection is, or will be, provided.
3. The assumed finished floor elevation and flow that are, or will be, provided.
4. The hydraulic calculation(s) that support the proposed pipe diameter.
5. The schematic that supports location.
6. Other documentation you have related to the main extension that you believe will be helpful in resolving the dispute.

A CAD analyst will review the information provided to determine if the proposed design was based on good engineering practices and is consistent with the Commission's main extension rules. Once the CAD analyst has researched your complaint, he or she will issue a determination. If you should disagree with the decision, you will have 7 days to request the CAD Director review the proposed resolution.

If you'd like additional information regarding the complaint process, please review 170 Ind. Admin. Code 16 (Customer Complaints) at: <http://iac.iga.in.gov/iac//iac> title. The Commission's main extension rules are 170 Ind. Admin Code 6-1.5 (Water) and 8.5-4 (Wastewater) at the above link.

If you have questions, you can call CAD at 1-800-851-4268.