



Online Services FAQs

INDIANA UTILITY REGULATORY COMMISSION

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FILE A CONSUMER COMPLAINT

Do I have to register to file a consumer complaint?

Yes, you must register if you want to file a consumer complaint online. If you would like to file a consumer complaint by telephone, you do not have to register.

The sign-in button now directs me to an Access Indiana website. Do I have to log in through that site to submit a complaint?

Yes. Access Indiana provides a way for users to access all state agency portals from one place. Once users sign in through Access Indiana (and you must create an account if you don't have one already), it will direct you back to the Online Services Portal, which will look and function the exact same as it does now for Consumer Affairs Division (CAD) complaints/inquiries. **Whether or not you have a current account on the Online Services Portal, you MUST create an Access Indiana account in order to submit a complaint/inquiry electronically to CAD. If you do not want to create an account, you can submit a complaint/inquiry via phone by dialing (800) 851-4268.**

Why doesn't the customer need to enter his or her account number on the complaint form?

Per Indiana law, state agencies such as the Commission should avoid retaining personally identifiable information such as account numbers.

On the File a Consumer Complaint page, when I select a utility name, why doesn't the Utility Type list then show only those types that the selected utility could be?

That function is not available at this time.

Why isn't there a check box on the File a Consumer Complaint page labeled Same as Profile Address so users wouldn't have to retype the service address if it's the same as what they entered in their profile?

Some consumer complaints are for an address that is different from the address listed in the user's profile (for example, a landlord may file a complaint about service at one of the rental properties he or she owns, which is a different address from his or her home or business address).

Why can't I just type in my ZIP Code instead of clicking the arrow to select it?

Each ZIP Code in the system is automatically tied to its corresponding city and county. When users click the arrow next to the ZIP Code box and then select their ZIP Code, this ensures that the corresponding city and county are entered.

After I submit my complaint, what happens next?

The Consumer Affairs Division will review your complaint, contact the utility, and begin gathering information about your complaint. Once the Commission contacts a utility about a complaint, the utility has 14 days in which to respond. The Commission aims to provide a decision to the customer and the utility within 30 days of the complaint submission date, unless the complexity of issues or circumstances involved in a complaint require additional time.

My service is scheduled to be disconnected, what should I do?

Call your utility immediately and ask whether you are eligible to set up a payment arrangement, which is an agreed-upon payment schedule. If you are not eligible, ask about other options that may be available to you. If you are unable to reach an agreement with the utility, you may contact the Consumer Affairs Division for assistance; however, we cannot guarantee any particular outcome.

Under what circumstances would I have to pay a deposit?

A utility may request a deposit from an existing customer if the customer has been mailed a disconnect notice two consecutive months or three times within a 12-month period. A deposit also may be requested if your services are disconnected for nonpayment and/or transferred to a new residence. Additionally, a utility may request a deposit from a new customer if the utility is unable to determine the creditworthiness of the applicant.

Will the utility be notified when a complaint is filed about them?

Yes, the Consumer Affairs Division follows a standard procedure for notifying a utility when a complaint has been filed regarding them.

Can a utility respond to a consumer complaint on this site?

No. The IURC Online Services Portal is simply an online system that enables consumers to file complaints electronically.

GENERAL LEGAL

The sign-in button now directs me to an Access Indiana website. Do I have to log in through that site to access the Electronic Filing System (EFS)?

Yes. Access Indiana provides a way for users to access all state agency portals from one place. Once users sign in through Access Indiana (and you must create an account if you don't have one already), it will direct you back to the EFS, which will look and function the exact same as it does now, both for submitting filings and CAD complaints/inquiries. **Whether or not you have a current account on the EFS, you MUST create an Access Indiana account. Failing to do so will mean you cannot access the EFS to submit filings.**

How do I look up tariffs, affiliate contracts, and annual reports and get an electronic copy?

This capability is not available at this time. See <https://www.in.gov/iurc/energy-division/natural-gas-industry/utility-tariffs/> for information about tariffs posted on the Commission's website. Many utilities also have tariffs posted on their own websites as well.

The registration form asks attorneys to include a fax number in their profile. Will judges begin disseminating documents via fax?

No.

Will the Commission ensure all its documents (orders, docket entries, etc.) are in Optical Character Recognition (OCR) format for the PDF?

Documents are required to be in OCR format by the submitting parties. All documents created by the IURC will be OCRd before they are uploaded into the portal

If the system is experiencing technical difficulties, how will I know?

If the system is experiencing technical difficulties, users will see an error message. For help resolving a technical issue, users can contact a Systems Support Specialist at (317) 232-2642 or (317)234-8431.

Are Indiana 811 Law, Ind. Code ch. 8-1-26, case filings available online?

No, but you can find more information at <https://www.in.gov/iurc/pipeline-safety-division/damage-to-underground-facilities/>, including links to submit a case response via an online form. Responses can also be submitted via email to PipelineDamageCase@urc.in.gov.

Are Underground Plant Protection Account (UPPA) grants and information available in the EFS?

No, these are not available at this time, but you can find information, including the current fund balance, programs, and grant applications, at <https://www.in.gov/iurc/pipeline-safety-division/uppa-fund/>.

SEARCH FOR A DOCUMENT

Do I have to register to search a docketed case?

No, you do not need to register to search for a docketed case, communications non-docketed case, or a 30-day case.

Can I search for a docketed case within a set timeframe (for example, “the past 30 days” or “last year”)?

No, this function does not exist at this time. However, you can search by a begin and end range for a petition, filing, or order.

Can I enter just the year in the date box to find all the docketed cases in that year?

Yes. You will need to enter in a month, day, year format (for example 01/01/2021 and 12/31/21 will need to be entered in the petition begin and petition end date field)

How many years back will case documents be saved in the system and be available?

Case documents from 2002 to present are available online. Select Final Orders dated prior to 2002 may be available.

Can I open a case document in a separate web page?

Yes. 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 select Open Link in New Tab or Open Link in New Window to keep this browser window open for additional searches.

Can I view the document search results as one page?

Document search results are limited to displaying ten per page. This will help prevent long load times.

Can I perform a keyword search of documents?

Keyword searches can be performed only within the documents themselves.

When looking at the service list, is the contact information for those on the service list available?

Yes, the detailed information for the contacts in the service list can be found on the certificate of service required for each filing.

FILE A DOCUMENT

What is the file size limit?

To align with the Indiana Court of Appeals guidelines, documents are limited to 50 MB each. See the [EFS User Guide](#) for more information.

Will the system slow down or not allow me to file a document if multiple users are trying to file at the same time?

No. The system has enough capacity to allow multiple users to file simultaneously.

If I upload a document that is not a PDF, will it be converted to PDF?

No. Documents will remain in their original format.

Are certain filings (for example, proposed orders) required to be filed in a specific format, or will this be determined by the administrative law judge (ALJ)?

The format required for filings is determined by the ALJ.

When filing a document, do PDF documents still need to be OCR'ed?

Documents are required to be in OCR format.

Will I get an email notification after I've submitted a document?

After submitting a document, you will receive a confirmation of the submission. Once the document has been either accepted or rejected by the Commission, you will receive another email informing you of its status. See the [EFS User Guide](#) for best practices to ensure your filing is accepted.

When will the document be stamped and then be available?

The document will be stamped once it has been reviewed and accepted by the Commission (typically within one business day of its submission). Documents will be available online one business day after they are accepted and stamped.

Does the system automatically stamp a document?

No. The document will be stamped once it has been reviewed and accepted by the Commission (typically within one business day of its submission).

When filing a new petition, how soon will I get the cause number?

You will receive the cause number within one business day of submission.

How will I get the cause number?

You will receive an email containing the cause number.

FILE A UTILITY ANNUAL REPORT

When I am creating an annual report, can I complete part of it and come back to finish it later?

Yes, you can complete part of an annual report, log out, and then log back in to finish it. Each time you click the Next button to leave a page and move to the next page, the system automatically saves the page you are leaving.

Can I go back and modify the annual report I submitted?

Yes, you can modify an annual report you have submitted, as long as it is for the current year.

If you have additional questions about filing a consumer complaint, please contact the Consumer Affairs Division by calling (800) 851-4268 or (317) 232-2712. If you have a technical question or have encountered an issue using our Online Services, please contact a Systems Support Specialist at (317) 232-2642 or (317)234-8431.