



Online Services FAQs

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.

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 must not retain 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 for an arrangement, 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**If I'm already registered as a user of the old Electronic Filing System (EFS), do I need to create a new registration for the upgraded system?**

No. You will receive an email message that contains an invitation code. Go to the home page of the IURC Online Services Portal (<https://iurc.portal.in.gov>), and click either the Register button or the Sign In button. On the next page, click the Redeem Invitation tab. Then enter your invitation code in the Invitation Code box and click Register.

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

This capability is not available at this time.

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 OCR format for the PDF?

Documents are not required to be in OCR format at this time. However, we strongly recommend that documents be in OCR format to speed up the process after the document has been received.

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

If the system is experiencing technical difficulties, users will see an error messages. For help resolving a technical issue, users can contact a Systems Support Specialists at (317) 232-2642 or (317) 232-4269.

Will weekly action items still be shown?

Yes, the Weekly Action Items page is still available. You can access it at <http://www.in.gov/iurc/2663.htm>.

Are Underground Plant Protection Account (UPPA) filings available online?

No, these are not available at this time.

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.

Can I search for a docketed case within a range of dates (for example, the past 30 days)?

No, this function does not exist at this time.

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

Yes.

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

Case documents from 2002 to present are available online.

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 export the document search results to Microsoft Excel?

Yes. Right-click the docketed case detail page to import the information to Excel.

Can I view the document search results as one page?

No, document search results cannot be viewed as a single 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 25MB each, with a total filing limit of 35MB.

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 not required to be in OCR format at this time. However, we strongly recommend that documents be in OCR format to speed up the process after the document has been received.

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.

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. For TDD, call (317) 232-8556.

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) 232-4269.

