

**SUPPORTING DOCUMENTATION
SUMMARY OF PUBLIC HEARING
LSA DOCUMENT 26-163; IURC RM 26-01
170 Indiana Administrative Code 16**

Let's go on the record.

Good morning. I am Beth Helene, General Counsel of the Indiana Utility Regulation Commission, and this is a rulemaking public hearing held on Monday, July 13, 2026, at 10:00 a.m., in IURC Judicial Courtroom 222 of the PNC Center, located at 101 West Washington Street, Indianapolis, Indiana. This hearing is regarding the proposed rule amending 170 IAC 16, on customer complaints to the Commission's Consumer Affairs Division, LSA number 26-163, IURC Rulemaking number 26-01.

This public hearing is also being live streamed via YouTube with the video link on the Commission's webpage for this rulemaking at [in.gov/iurc](https://www.in.gov/iurc), then in the left column, "Rulemakings", then "Rulemakings – Pending and Effective", then IURC RM 26-01, and then "Details". Those attending online may provide written comments in real time during this hearing using the YouTube chat box; you will need to have an active Google or YouTube account to do so. Please provide your name and, if applicable, the organization you represent. The comments

provided via YouTube will be read aloud publicly by Commission staff as part of this hearing.

The Proposed Rule and Regulatory Analysis were approved by the Office of Management and Budget and the State Budget Agency on May 13, 2026, as OMB #2026-23R. The Commission approved the Proposed Rule at a conference of the Commission on May 20, 2026.

The Indiana Register published the Notice of First Comment Period, Notice of Public Hearing, and the Regulatory Analysis in the Indiana Register on June 10, 2026. Notice of the time and place of this hearing was given as provided by law by publication in the Indiana Register.

The Notice of First Comment Period and the Regulatory Analysis was provided to the Small Business Ombudsman, who provided comments on June 2, 2026. Those comments and the Commission's response are available in hard copy at this hearing and are posted on the Commission's website.

Prior to submitting the regulatory analysis and the publication of the Notice of First Comment Period, Commission staff solicited informal comments from stakeholders. The draft proposed rule was posted to the

Commission's website and shared with the Indiana State Bar Association's Utility Law Section via its Online Community, and written comments were solicited through March 31, 2026.

Prior to the start of this hearing, I notified in-person attendees who wished to speak that they should see the court reporter and fill out the appearance form so that the Commission may have your name, address and, if applicable, the name of the organization that you are representing; you may still do so if you want to testify in this hearing. If you have written comments to submit, you need not make an oral presentation -- merely submit the comments to the court reporter.

Again, for those attending online, please use the YouTube chat box, include your name and, if applicable, the organization you are representing, and those comments will be read aloud publicly by Commission staff as part of this hearing.

Are there in-person attendees that wish to make oral comments?

[No oral comments]

I see there are no in-person oral public comments.

Are there any comments through YouTube?

[No YouTube comments]

I see there are no comments through YouTube.

The deadline for written comments is the close of business this Wednesday, July 15, 2026. When providing written comments, the Commission would ask that, when possible, you provide comments by e-mail in Microsoft Word to urccomments@urc.in.gov. All mailed comments should be addressed to the Indiana Utility Regulatory Commission, Office of General Counsel, 101 West Washington Street, Suite 1500 East, Indianapolis, Indiana 46204. Thank you again for your participation.

This hearing is now adjourned.