

ORIGINAL

INDIANA UTILITY REGULATORY COMMISSION

Commissioner	Yes	No	Not Participating
Swinger	√		
Deig	√		
Veleta			√
Zay	√		
Ziegner	√		

Final Rulemaking

LSA #26-163
IURC RM #26-01

This Final Rule amends 170 IAC 16 regarding customer complaints, making updates to this rule, which would otherwise expire on January 1, 2027

The final rule is effective 30 days after filing with the publisher.

Upon prior publication of notice, a public hearing was held on July 13, 2026, at 10:00 a.m. local time in Judicial Courtroom 222 of the PNC Center, 101 W. Washington Street, Indianapolis, Indiana, as required by the provisions of I.C. 4-22-2-1, *et seq.*

The Indiana Utility Regulatory Commission previously adopted the proposed rule on May 20, 2026, at 10:00 a.m. local time in Judicial Courtroom 222, PNC Center, Indianapolis, Indiana, at which time a majority of members of said Commission were present.

The Secretary is hereby directed to submit the aforesaid final rule to the Attorney General and Governor of Indiana, for their approval of same, and thereafter to submit the aforesaid rule to the publisher, Indiana Register.

IT IS SO ORDERED.

SWINGER, DEIG, ZAY, AND ZIEGNER CONCUR; VELETA ABSENT:

APPROVED: JUL 27 2026

**I hereby certify that the above is a true
and correct copy of the Rule as approved.**

Dana Kosco
Secretary of the Commission

TITLE 170 INDIANA UTILITY REGULATORY COMMISSION

FINAL RULE

LSA Document #26-163

DIGEST

PIPELINE SAFETY

Amends 170 IAC 16-1-1 concerning scope and applicability. Amends 170 IAC 16-1-2 concerning definitions and to provide clarity regarding the definition of “utility”. Amends 170 IAC 16-1-3 concerning the customer dispute process and time periods. Amends 170 IAC 16-1-4 concerning disputes and utility responsibilities, extending the utilities’ document retention period regarding customer disputes from six months to one year and requiring detailed descriptions of disputes be documented by the utilities. Amends 170 IAC 16-1-5 concerning consumer affairs review of utility’s proposed resolution and consumer affairs responsibilities and to clarify the director’s review process. Amends 170 IAC 16-1-6 concerning requests for Commission review of consumer affairs decisions. Amends 170 IAC 16-1-7 concerning the continuation of service during the complaint process, payment of undisputed charges, disconnections for non-payment, and determining payment amount. Effective 30 days after filing with the publisher.

HISTORY

Notice of First Public Comment Period: 20260610-IR-170260163FNA

Regulatory Analysis submitted with Notice of First Public Comment Period: 20260610-IR-170260163RAA

Date of First Hearing: July 13, 2026

CITATIONS AFFECTED: 170 IAC 16

SUMMARY/RESPONSE TO COMMENTS:

The Indiana Utility Regulatory Commission (IURC) requested public comments from June 10, 2026, through July 15, 2026, and during the public hearing on July 13, 2026. The IURC received no comments in response to the Notice of First Public Comment Period.

SECTION 1. 170 IAC 16-1-1 IS AMENDED TO READ AS FOLLOWS:

170 IAC 16-1-1 Scope and applicability

Authority: IC 8-1-1-3; IC 8-1-2-34.5

Affected: IC 8-1-2-34.5

Sec. 1. (a) This article implements the authority of the commission under IC 8-1-2-34.5.

(b) This article applies to any utility subject to the commission's jurisdiction that offers:

- (1) gas;
- (2) electric;
- (3) water; or
- (4) sewage disposal;

services.

(c) ~~The~~ Procedures for the resolution of customer complaints involving telephone utilities can be found in 170 IAC 7.

(Indiana Utility Regulatory Commission; 170 IAC 16-1-1; filed May 25, 2010, 1:52 p.m.: 20100623-IR-170090792FRA; readopted filed Jul 12, 2016, 10:01 a.m.: 20160810-IR-170160168RFA; readopted filed Jul 12, 2022, 12:18 p.m.: 20220810-IR-170220116RFA)

SECTION 2. 170 IAC 16-1-2 IS AMENDED TO READ AS FOLLOWS:

170 IAC 16-1-2 Definitions

Authority: IC 8-1-1-3; IC 8-1-2-34.5

Affected: IC 8-1-2-1

Sec. 2. (a) Where applicable, **and except as defined in subsection (b),** the terms used in this rule ~~shall~~ have the **same** meaning ~~assigned to them as~~ in IC 8-1-2-1.

(b) The following definitions apply throughout this rule:

~~—— (1) "Commission" means the Indiana utility regulatory commission.~~

~~—— (2) (1) "Consumer affairs" means the consumer affairs division of the commission.~~

~~—— (3) (2) "Customer" means any:~~

(A) person;

(B) firm;

(C) corporation;

(D) municipality; or

(E) government agency;

~~who~~ **that** has agreed to pay for service from a utility, or a person authorized under a valid power of attorney to act on another person's or ~~the~~ entity's behalf.

~~—— (4) (3) "Utility" means: the following:~~

(A) electric utilities;

(B) gas utilities;

(C) water utilities; **and**

(D) sewage disposal services;

under the jurisdiction of the commission.

(Indiana Utility Regulatory Commission; 170 IAC 16-1-2; filed May 25, 2010, 1:52 p.m.: 20100623-IR-170090792FRA; readopted filed Jul 12, 2016, 10:01 a.m.: 20160810-IR-170160168RFA; readopted filed Jul 12, 2022, 12:18 p.m.: 20220810-IR-170220116RFA)

SECTION 3. 170 IAC 16-1-3 IS AMENDED TO READ AS FOLLOWS:

170 IAC 16-1-3 Customer dispute process; time periods

Authority: IC 8-1-1-3; IC 8-1-2-34.5

Affected: IC 8-1-2-34.5

Sec. 3. (a) Disputes regarding any utility service or billing matter that have not been resolved at the utility level may constitute a complaint and may be resolved through the following process:

(1) A customer may appeal a utility's proposed resolution of a dispute by filing an informal complaint with consumer affairs in accordance with section 5 of this rule.

(2) A customer or utility may request commission review of a consumer affairs decision in accordance with section 6 of this rule.

(b) In computing any period ~~of time~~ prescribed or allowed by this article, the day of the act **or event** from which the designated period ~~of time~~ begins to run ~~shall~~ **is not be** included. The last day of the **computed** period ~~so computed~~ is ~~to be~~ included unless it is a:

(1) Saturday;

(2) Sunday;

(3) legal holiday as defined by state statute; or

(4) day that the utility or commission office ~~in which~~ **where** the act ~~is to occur~~ **or event occurs** is closed during regular business hours;
in which case, the last day of the computed period will be the next business day.

~~— (c) The period of time runs until the end of the next day that is not a:~~

~~— (1) Saturday;~~

~~— (2) Sunday;~~

~~— (3) legal holiday; or~~

~~— (4) day on which the office is closed.~~

(Indiana Utility Regulatory Commission; 170 IAC 16-1-3; filed May 25, 2010, 1:52 p.m.: 20100623-IR-170090792FRA; readopted filed Jul 12, 2016, 10:01 a.m.: 20160810-IR-170160168RFA; readopted filed Jul 12, 2022, 12:18 p.m.: 20220810-IR-170220116RFA)

SECTION 4. 170 IAC 16-1-4 IS AMENDED TO READ AS FOLLOWS:

170 IAC 16-1-4 Disputes; utility responsibilities

Authority: IC 8-1-1-3; IC 8-1-2-34.5

Affected: IC 8-1-2-34.5

Sec. 4. (a) A utility shall provide the following means for customers to bring disputes to its attention:

(1) By telephone.

(2) In writing.

(3) Through the utility's website.

(4) At the utility's business office.

(5) By any other method made available by the utility.

(b) The utility shall **document and** retain records of disputes received under this rule, and the resolutions thereof, for a period of ~~six (6) months~~ **one (1) year** from the date of final resolution of the dispute under this rule, and the records ~~shall~~ **must** include, at a minimum, the following information:

(1) The customer's name.

(2) The customer's service address.

(3) The telephone number at which the customer may be contacted, if ~~such~~ **that** number is available.

(4) The customer's account number.

(5) ~~The general nature~~ **A detailed description** of the dispute.

(c) A utility shall take the following actions with regard to each dispute:

(1) Inform the customer that any portion of a bill that is undisputed must be paid by the date due stated on the bill ~~in order~~ to avoid disconnection of service in accordance with section 7 of this rule.

(2) Investigate the matter promptly and thoroughly.

(3) Make a good faith effort to resolve the matter.

(4) Advise the customer of the utility's proposed resolution by:

(A) telephone;

(B) written notice mailed to the customer's billing address;

(C) ~~e-mail~~; **email**; or

(D) another means reasonably calculated to reach the customer.

(5) Advise the customer that if ~~he or she is~~ **they are** not satisfied with the utility's proposed resolution, the customer may submit an informal complaint to consumer affairs within seven (7) **calendar** days of the date the proposed resolution is received.

(6) ~~Offer to~~ Provide the customer with the following consumer affairs contact information:

(A) Mailing address.

(B) Toll free complaint number.

(C) Local telephone number.

A utility shall make records available ~~upon~~ **on** request by the commission once an informal complaint has been submitted.

(d) Each utility shall annually submit a report to the commission that ~~shall~~ **must** state and classify the number of complaints made to the utility under ~~section 3 of this rule~~ **article**, the general nature of the subject matter ~~thereof~~, **of the complaints**, how the ~~complaint was~~ **complaints were** received, and whether a commission review was conducted ~~thereon~~. **on them**.

(Indiana Utility Regulatory Commission; 170 IAC 16-1-4; filed May 25, 2010, 1:52 p.m.: 20100623-IR-170090792FRA; readopted filed Jul 12, 2016, 10:01 a.m.: 20160810-IR-170160168RFA; readopted filed Jul 12, 2022, 12:18 p.m.: 20220810-IR-170220116RFA)

SECTION 5. 170 IAC 16-1-5 IS AMENDED TO READ AS FOLLOWS:

170 IAC 16-1-5 Consumer affairs review of utility's proposed resolution; consumer affairs' responsibilities

Authority: IC 8-1-1-3; IC 8-1-2-34.5

Affected: IC 8-1-2-34.5

Sec. 5. (a) If a customer is dissatisfied with a utility's proposed resolution of a dispute, the customer may appeal the proposed resolution to consumer affairs by submitting an informal complaint. A complaint must be submitted under this section within ~~seven (7)~~ **thirty (30)** **calendar** days of the date the customer receives the utility's proposed resolution. At ~~its~~ **their** discretion, **the** consumer affairs **director, or the director's designee**, may waive the time limitation for good cause, including failure to receive timely notice of proposed resolution. A complaint ~~shall be~~ **is** considered submitted ~~upon~~ **on** receipt by consumer affairs.

(b) A customer may file a complaint with consumer affairs in the following ways:

(1) By telephone.

(2) In writing.

(3) By completing a form available at the commission's office and on the commission's website.

~~Upon~~ **On** receipt of a complaint, consumer affairs shall take the following actions:

(1) Provide the utility:

(A) a copy of the complaint, if in writing, or a summary of the complaint, if not in writing; and

(B) an opportunity to respond.

(2) Conduct an informal review consisting of not less than a prompt and thorough investigation of the disputed facts of the complaint.

(3) To the extent that consumer affairs may deem necessary to ensure the accuracy and completeness of the consumer affairs record, meet with the parties or require additional information or documentation from the parties, to which **the** parties must respond within fourteen (14) **calendar** days unless otherwise directed by consumer affairs.

(4) Preserve in a systematic order all information and documentation received and generated during the review, and the consumer affairs' decision, which ~~shall~~ **must** comprise the consumer affairs record and be made readily available to the parties for inspection and copying ~~upon~~ **on** request.

(5) Provide a decision to the customer and the utility within thirty (30) **calendar** days of the complaint submission date, ~~except that~~ **but** if the complexity of issues or circumstances involved in a complaint require additional time, consumer affairs shall notify **the** parties within thirty (30) **calendar** days of the complaint submission date that additional time is required.

(d) If a customer or utility is dissatisfied with the consumer affairs' resolution of the informal complaint, either party may request a review by the director of consumer affairs or **the** director's designee within seven (7) **calendar** days of the date of receipt of the proposed resolution of the informal complaint. **Consumer affairs shall provide notice to the nonrequesting party of the request for a director's review and as follows:**

(1) Additional information submitted by a requesting party:

(A) must be submitted at the time of the request for director's review;

(B) is part of the record; and

(C) is considered by the director or the director's designee.

(2) Additional information submitted by a nonrequesting party:

(A) must be submitted within seven (7) calendar days from date of the notice provided by consumer affairs of the request for a director's review;

(B) is part of the record; and

(C) is considered by the director or the director's designee.

(e) The director may ask questions of either party and shall, on review of the record:

(1) affirm the resolution;

(2) amend the resolution;

(3) reverse the resolution; or

(4) return the complaint to the consumer affairs analyst for further investigation.

~~—(e)~~ **(f)** Notwithstanding any other provision in this section, consumer affairs may refer a complaint to the commission for review at any time during the review process based on the complexity of issues or circumstances involved in a complaint, as determined by the director of consumer affairs or **the** director's designee.

(Indiana Utility Regulatory Commission; 170 IAC 16-1-5; filed May 25, 2010, 1:52 p.m.: 20100623-IR-170090792FRA; readopted filed Jul 12, 2016, 10:01 a.m.: 20160810-IR-170160168RFA; readopted filed Jul 12, 2022, 12:18 p.m.: 20220810-IR-170220116RFA)

SECTION 6. 170 IAC 16-1-6 IS AMENDED TO READ AS FOLLOWS:

170 IAC 16-1-6 Request for commission review of consumer affairs decision

Authority: IC 8-1-1-3; IC 8-1-2-34.5

Affected: IC 8-1-2-34.5

Sec. 6. (a) Either party may request commission review of the consumer affairs' decision ~~under IC 8-1-2-34.5~~ within ~~twenty (20)~~ **thirty (30) calendar** days of the date of receipt of the decision of the director of consumer affairs or ~~the~~ director's designee. A request under this section must be **made** in writing and ~~shall be~~ **is** considered filed ~~upon~~ **on** receipt by the commission.

(b) ~~Upon~~ **On** receiving a request for commission review, the commission shall provide a copy of the request to the opposing party and the office of the utility consumer counselor (OUCC) within seven (7) **calendar** days from the date the review is requested. The ~~nonrequesting~~ **opposing** party and the OUCC shall be permitted to file an answer within the time frames provided in 170 IAC 1-1.1-10(c).

(c) Commission review of a consumer affairs' decision shall be ~~reasonably~~ limited to the matters raised in the request for review and the answer, and to a review of the consumer affairs record, as compiled during the review conducted under section 5 of this rule, ~~or as otherwise determined by the presiding officer.~~ **unless the matter is referred to the commission for review under section 5(f) of this rule.**

(Indiana Utility Regulatory Commission; 170 IAC 16-1-6; filed May 25, 2010, 1:52 p.m.: 20100623-IR-170090792FRA; readopted filed Jul 12, 2016, 10:01 a.m.: 20160810-IR-170160168RFA; readopted filed Jul 12, 2022, 12:18 p.m.: 20220810-IR-170220116RFA)

SECTION 7. 170 IAC 16-1-7 IS AMENDED TO READ AS FOLLOWS:

170 IAC 16-1-7 Continuation of service; undisputed charge payments; disconnection for nonpayment; late fees

Authority: IC 8-1-1-3; IC 8-1-2-34.5

Affected: IC 8-1-2-34.5

Sec. 7. (a) If a customer receiving service has paid and continues to pay all undisputed charges, the utility shall not disconnect any service related to the disputed charges:

(1) while the utility's proposed resolution is under review by consumer affairs or the commission; or

(2) sooner than ten (10) **calendar** days after a decision by consumer affairs or the commission.

(b) If a customer and utility cannot agree what portion of the charges in a bill is undisputed, to avoid disconnection, the customer should pay on the disputed bill an amount equal to one-twelfth (1/12) of the estimated annual billing for service to be rendered to the customer.

For a customer who has been a customer for at least twelve (12) months, the estimate will be based on the customer's average bill for the twelve (12) months immediately preceding the disputed bill.

(c) The utility may not assess a new late fee on any amount in dispute while the complaint is pending, either before consumer affairs or on review.

(d) The utility may not assess a new late fee on a previously disputed amount so long as the customer pays the previously disputed amount within ten (10) calendar days after the resolution of the complaint, and so long as the complaint was made to the utility before the disputed amount became past due. This provision does not nullify a late fee charged before the complaint being filed.

(Indiana Utility Regulatory Commission; 170 IAC 16-1-7; filed May 25, 2010, 1:52 p.m.: 20100623-IR-170090792FRA; readopted filed Jul 12, 2016, 10:01 a.m.: 20160810-IR-170160168RFA; readopted filed Jul 12, 2022, 12:18 p.m.: 20220810-IR-170220116RFA)

LSA Document #26-163

Documents Incorporated by Reference: None Received by Publisher

Small Business Regulatory Coordinator: Steve Davies, Deputy General Counsel, Indiana Utility Regulatory Commission, 101 West Washington Street, Suite 1500 East, Indianapolis, IN 46204, (317) 232-2711, sdavies@urc.in.gov

Rule Signature Page

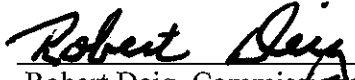
Rule #: LSA #26-163
Agency: Indiana Utility Regulatory Commission
Subject: Amends 170 IAC 16 Customer Complaints

ADOPTED:

By the Indiana Utility Regulatory Commission Date: JUL 27 2026



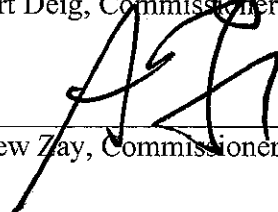
Anthony Swinger, Chairman



Robert Deig, Commissioner

Absent

David E. Veleta, Commissioner



Andrew Zay, Commissioner



David E. Ziegner, Commissioner

APPROVED AS TO FORM AND LEGALITY:

By: _____ Date: _____

Todd Rokita
Attorney General, State of Indiana

APPROVED:

By: _____ Date: _____

Mike Braun
Governor, State of Indiana

ACCEPTED FOR FILING:

By: _____ Date: _____

Indiana Register
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