

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2024, "Utility Disconnections Dashboard," Energy Justice Lab.



## Indiana

Last updated: September 30, 2024

**Covered utilities:** These policies pertain to electricity customers who receive their service from an investor-owned utility or an electric cooperative in the State of Indiana. Customers that receive service from a municipal utility are not covered by these policies.

IC 8-1-13-18.5; IC 8-1-2-1; 170 IAC 4-1-2

### Weather Protections

Customers may not be disconnected from their utility service from December 1 to March 15 if they are receiving or are eligible and have applied for assistance under IC 4-4-33. IC 4-4-33-1, which includes:

1. Assistance under the Housing Assistance Act of 1937; Community service programs such as the Community Services Block Grant; Home energy assistance programs, such as the Low-Income Home Energy Assistance Block Grant; Weatherization programs; Migrant and farm worker programs; Emergency shelter grant programs; and Shelter plus care programs.

There are no similar protections that limit disconnections during times of hot weather.

170 IAC 4-1-16.6; IC 4-4-33-1

### Medical Protections

Disconnections will be delayed initially for up to 10 days if service discontinuance would be a serious and immediate threat to the health or safety of a designated person in the household of the customer. Customers can renew this protection one time. Medical certificates may be issued by a licensed physician or public health official.

170 IAC 4-1-16

### Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

### General Exemptions

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Customers and utilities cannot request an exemption from the rules for reasons of hardship.

### Notification Requirements

Written notification of at least 14 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are not required, and a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

170 IAC 4-1-16

### Payment Information, Delinquency, and Fee Information

Customers have 17 days to pay their bills, which will become delinquent after this period.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

170 IAC 4-1-13; 170 IAC 4-1-16; 170 IAC 4-1-18

### Landlords and Tenants

No specific protections for tenants when the landlord of a housing unit is the account holder.

### Availability of Protection Policies

Utilities and public utility commissions are not required to provide information on available sources of financial assistance. However, utilities must publish and distribute to all customers a comprehensive pamphlet on the rights for their customers. Disconnection notices must include a reference to the customer protection pamphlet.

170 IAC 4-1-16, 170 IAC 4-1-18