

Indiana

Last updated: 10/20/22

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

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