

Indiana Utility Regulatory Commission



IURC Approach to Compliance Monitoring

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Monitoring Approaches



- Indiana Administrative Code
- Informal Meetings, Surveys and Data Requests
- Consumer Affairs Complaint Process
- Formal Proceedings and Investigations

Indiana Administrative Code



The IAC provides the guidelines electric utility service and the means for the IURC to monitor performance. Code sections:

Rule 1: Standards of Service

Rule 2: Classification of Accounts

Rule 3: Electric Supply: Principles of Safety;
Coordination with Other Utilities

Indiana Administrative Code – Cont.



Rule 4: Cogeneration and Small
Power Production Facilities

Rule 5: Electric Submeters of Master Meter
Accounts

Rule 6: Ratemaking Treatment of Pollution Control
Equipment

Rule 7: Guidelines for Integrate Resource Planning

Rule 8: Guidelines for Demand-side Cost
Recovery

IAC - Highlights

- IAC 4-1-3: Retention of books and records
- IAC 4-1-4 – 4-1-12: Meters
- IAC 4-1-1 – 4-1-18: Billing and other customer service issues
- IAC 4-1-19 – 4-1-28: Electricity quality
- IAC 4-1-24: Accident reports
- IAC 4-2-1 – 4-2-2: Classification of Accounts
- IAC 4-1-1 – 4-7-9: Integrated resource planning



Informal Monitoring

- Commission initiated meeting to discuss a current issue
- Routine surveys or data requests
- Utility initiated informational meetings





Consumer Affairs Complaint Process

Formal Monitoring

- As part of routinely filed utility proceedings, ex. FAC
- Reports submitted by the utilities in compliance with IAC or IURC Orders
- IURC initiated investigation
 - Rates – NIPSCO
 - Service Quality – IPL



Summary



The IURC has broad authority to monitor rates, billing, service quality, planning, operation and maintenance practices of Indiana's electric utilities under its jurisdiction.



Questions