



COMPLAINT

State Form 50488 (R3 / 2-21)
INDIANA UTILITY REGULATORY COMMISSION
CONSUMER AFFAIRS DIVISION

The Indiana Utility Regulatory Commission's (Commission's) Consumer Affairs Division provides dispute resolution services for customers of regulated utilities. The types of issues handled by the Consumer Affairs Division include extension of service and credit, deposits, billing, termination of service, customer rights, and utility responsibilities.

While the Commission accepts most utility-related complaints, it is important to note that there are areas outside of our authority.

Before filing a complaint with our office, please contact the utility first. If you are unable to get your complaint resolved by the utility, you should then contact the Commission.

Section 1: Communication with Utility

Have you been in contact with the utility?

Yes No

If yes, what was the approximate date? *(month, day, year)* _____

Section 2: Utility Customer

Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the complaint. Please make sure this information matches what is on record with the utility.

E-mail *(required)* _____

First Name *(required)* _____

Last Name *(required)* _____

Home Telephone Number *(area code)* _____

Business Telephone Number *(area code)* _____

Contact Telephone Number *(area code)* *(required)* _____

Company Name _____

Section 3: Service Address

Address Line 1 *(required)* _____

Address Line 2 _____

City *(required)* _____

State *(required)* _____

ZIP Code *(required)* _____

Section 4: Utility Information

Account Type *(required)*

Residential Business Not Sure

Utility *(required)* _____

Utility Type *(required)*

Electric

Gas

Information Services

Pipeline Safety

Sewer

Telecommunications

Video

Water

Water-Sewer

Section 5: Briefly Describe Complaint or Situation (*required*)

(If the complaint is concerning telephone service, please provide the telephone number experiencing problems.)

Mail completed form to:

Indiana Utility Regulatory Commission

Consumer Affairs Division

101 West Washington Street, 1500E

Indianapolis, IN 46204