



REPORT OF OUTAGE

State Form 54646 (R4 / 07-24)
INDIANA UTILITY REGULATORY COMMISSION

Instructions for reporting are on page 2 and do not need to be filed with the report.

Required Information

Final Report: YES NO

Contact Information

Name of Utility:

Utility Contact Representative:

Contact Phone Number:

Outage Information

Estimated Total Number of Customers affected and
Number of Customers still out as of this report:

Interruption(s) Start Date (*month, day, year*) / Time:

Duration of Interruption(s):

Location of Interruption(s):

County, City, Address or other description

Cause of Interruption(s):

Estimated Service Restoration Time:

Reported By:

Date (*month, day, year*) / Time:

Notes:

REPORT OF OUTAGE INSTRUCTIONS

Initial Outage Reporting Conditions

- Investor-owned utilities must report outages lasting two (2) or more hours and affecting 2% or 5,000 of their customers, whichever is less.
- Municipal and cooperative utilities must report outages lasting two (2) hours or more and affecting 1,500 or more customers.
- The report should be made to the Commission as soon as possible after the two (2) hours, and the customer affected level has been reached.
- The initial report should be accomplished via email addressed to outage@urc.in.gov
- Utilities are encouraged to report any outage believed to cause public concern. For example, a large housing development or a segment of the business district during business hours, even if the outage does not meet the duration/customer level threshold.

Updates to On-going Outages:

Following the initial outage report, outage status updates shall be provided by email to outage@urc.in.gov at the times listed below until the problem is resolved. If circumstances limit the availability of email for reporting, a telephone report is acceptable. All telephone reports shall also be supported by a corresponding email report as soon as possible.

Business Days: 6:00 a.m., 9:00 a.m., 11:00 a.m., 2:00 p.m., 4:00 p.m., and 9:00 p.m. Indianapolis time.

Non-Business Days: 6:00 a.m., 2:00 p.m., and 9:00 p.m. Indianapolis time.

In the case of an extreme emergency, a schedule will be agreed to by the Commission and the utility (e.g. times when major circuits are restored). The last report to be submitted by a utility shall be noted as the “Final Report” for this event.

Contact Person: Each utility must provide the Commission with a contact person in case of inquiries on outages the utility did not report to the Commission. During significant restoration events, additional information requested by the Commission should be directed to the individual listed on the latest report from the utility.