



Summary of HEA 1002 Provisions Related to Periodic Customer Information Reports to the OUCC

Quarterly Residential Customer Reporting Requirements

A new chapter (IC 8-1-6.1) establishes mandatory quarterly reporting by rate-regulated electricity suppliers (other than municipal utilities) to the Office of Utility Consumer Counselor (OUCC). The first report must cover the third calendar quarter of 2026 (July-September 2026), and each quarterly report must be submitted *within 30 days after the last day of each quarter*.

Each quarterly report must include, for each month of the quarter, the following data (with prior-year comparisons where available):

- Total number of open customer accounts;
- Number of customers receiving home energy assistance under IC 4-3-33;
- Number of open “protected accounts” (accounts of eligible low-income customers);
- Number of open accounts delinquent for more than 60 days;
- Total dollar amount owed on those delinquent accounts;
- Number of payment plans entered into with customers;
- Number of levelized billing plans applied to customer accounts;
- Number of disconnection notices sent to customer accounts for nonpayment;
- Number of utility service disconnections performed for nonpayment; and
- Total dollar value of customer accounts written off as uncollectible.

See IC 8-1-6.1-8(a).

All data must be reported in the aggregate and in a manner that does not identify individual customers. The OUCC must adopt guidelines to implement this reporting system, and *beginning in 2027*, must compile and publish an annual summary of the data in its report to the interim legislative study committee on energy, utilities, and telecommunications. See IC 8-1-6.1-8(b), (c), -9, and -10.