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Summary of HEA 1002 Provisions Related to Service Disconnections

Service Disconnection Protections

Modification of Existing Winter Moratorium

Pre-existing Indiana law (IC 8-1-2-121) prohibits disconnection of residential electric or gas service for certain low-income customers (*see* IC 4-4-33) from December 1 through March 15 each year. HEA 1002 preserves this protection and modifies it by adding a summer heat moratorium applicable to investor-owned and cooperatively-owned electric utilities.

New Summer Heat Emergency Protection

HEA 1002 adds a prohibited disconnection protection for the summer months. An electric utility may not terminate residential electric service to eligible customers on any day for which the National Weather Service has forecast, not earlier than 48 hours in advance, a heat index of at least 95 degrees Fahrenheit for a county or part of a county within the utility's assigned service area. This protection applies to customers who are eligible for and have applied for home energy assistance (under IC 4-4-33) during the applicable calendar year. *See* IC 8-1-2-121(b), (c).

If a utility has already issued a disconnection notice before such a heat forecast is issued, and the standard 14-day protection period (under 170 IAC 4-1-16) from that notice would otherwise expire during a forecasted heat event, the 14-day period is tolled until the first day following the forecasted heat event on which the 95-degree threshold is not met. *See* IC 8-1-2-121(d).

No later than *June 1, 2026*, all electric and gas utilities (including municipally owned utilities) must post a notice on their websites informing customers of these protections and providing a toll-free phone number or a link to a web page for information on how to apply for home energy assistance under IC 4-4-33. *See* IC 8-1-2-121(e).

Delinquent Account Payment Plans

Existing law requiring electric and gas utilities to offer delinquent residential customers a reasonable amortization (payment) agreement is preserved. Such agreements must give customers adequate time to apply for public assistance programs and may be amended if the customer's financial circumstances change.