

SENATE BILL No. 153

DIGEST OF INTRODUCED BILL

Citations Affected: IC 8-1.

Synopsis: Utility disconnections and customer data reports. Provides that beginning January 1, 2027, an electric or gas utility may not, from June 21 through September 23 (in addition to the period from December 1 through March 15, under current law), terminate residential electric or gas service for an individual who is eligible for and has applied for assistance from a home energy assistance program administered by the lieutenant governor. Prohibits an electric, gas, or water utility from terminating service for any residential customer on any of the following days: (1) A Friday, Saturday, or Sunday. (2) A legal holiday. (3) Any day, or after noon on the day preceding any day, during which customer service representatives of the utility are not available to respond to customer inquiries during regular business hours. Repeals a provision that authorizes the Indiana utility regulatory commission (IURC) to establish a reasonable rate of interest that a
(Continued next page)

Effective: Upon passage; July 1, 2026; January 1, 2027.

Jackson L

January 5, 2026, read first time and referred to Committee on Utilities.



utility may charge on the unpaid balance of a delinquent customer bill. Prohibits an electric, gas, or water utility from charging or collecting a deposit or reconnection fee as a condition of, or in connection with, restoring service to a residential customer after a termination of service for nonpayment. Requires the IURC to amend, not later than December 31, 2026, its administrative rules as necessary to conform the rules to these provisions. Requires a utility to: (1) amend its residential tariffs as necessary to bring the tariffs into conformance with these provisions; and (2) file with the IURC a petition for approval of each amended tariff; not later than June 15, 2026. Requires a utility that: (1) is under the jurisdiction of the IURC for the approval of rates and charges; and (2) provides residential electric, natural gas, water, or wastewater utility service at retail to customers and low income customers in Indiana; to report to the IURC on a quarterly basis certain data concerning customer accounts and low income customer accounts. Provides that the first reports submitted to the IURC must include the required information with respect to the third calendar quarter of 2026. Provides that: (1) a utility shall report all required information in the aggregate and in a manner that does not identify individual customers and low income customers; and (2) the IURC may not require utilities to disclose confidential and proprietary business information without adequate protection of the information. Requires the IURC to adopt rules to implement these provisions. Provides that, beginning in 2027, the IURC shall annually compile and summarize the information received from utilities for the previous calendar year and include the summary in the IURC's annual report.



Introduced

Second Regular Session of the 124th General Assembly (2026)

PRINTING CODE. Amendments: Whenever an existing statute (or a section of the Indiana Constitution) is being amended, the text of the existing provision will appear in this style type, additions will appear in **this style type**, and deletions will appear in ~~this style type~~.

Additions: Whenever a new statutory provision is being enacted (or a new constitutional provision adopted), the text of the new provision will appear in **this style type**. Also, the word **NEW** will appear in that style type in the introductory clause of each SECTION that adds a new provision to the Indiana Code or the Indiana Constitution.

Conflict reconciliation: Text in a statute in *this style type* or ~~this style type~~ reconciles conflicts between statutes enacted by the 2025 Regular Session of the General Assembly.

SENATE BILL No. 153

A BILL FOR AN ACT to amend the Indiana Code concerning utilities.

Be it enacted by the General Assembly of the State of Indiana:

1 SECTION 1. IC 8-1-2-121, AS AMENDED BY P.L.181-2006,
2 SECTION 48, IS AMENDED TO READ AS FOLLOWS [EFFECTIVE
3 JANUARY 1, 2027]: Sec. 121. (a) Notwithstanding any other provision
4 of law:

5 **(1) from December 1 through March 15; and**

6 **(2) from June 21 through September 23;**

7 of any year, ~~no an~~ electric or gas utility (including a municipally
8 owned, privately owned, or cooperatively owned utility) ~~shall~~ **may not**
9 terminate residential electric or gas service for persons who are eligible
10 for and have applied for assistance from a ~~heating~~ **home energy**
11 assistance program administered under IC 4-4-33. The commission
12 shall implement procedures to ensure that electric or gas utility service
13 is continued while eligibility for such persons is being determined.

14 **(b) Notwithstanding any other provision of law, an electric, gas,**
15 **or water utility (including a municipally owned, privately owned,**



or cooperatively owned utility) may not terminate residential electric, gas, or water service for any residential customer of the utility on any of the following days:

(1) A Friday, Saturday, or Sunday.

(2) A legal holiday (as defined in IC 1-1-9-1).

(3) Any day, or after noon on the day preceding any day, during which customer service representatives of the utility are not available to respond to inquiries from customers during regular business hours.

(b) (c) Any electric or gas utility (including a municipally owned, privately owned, or cooperatively owned utility) shall provide any residential customer whose account is delinquent an opportunity to enter into a reasonable amortization agreement with such company to pay the delinquent account. Such an amortization agreement must provide the customer with adequate opportunity to apply for and receive the benefits of any available public assistance program. An amortization agreement is subject to amendment on the customer's request if there is a change in the customer's financial circumstances.

(c) The commission may establish a reasonable rate of interest which a utility may charge on the unpaid balance of a customer's delinquent bill that may not exceed the rate established by the commission under section 34.5 of this chapter.

(d) Notwithstanding any other provision of law, an electric, gas, or water utility (including a municipally owned, privately owned, or cooperatively owned utility) may not charge or collect any:

(1) deposit;

(2) reconnection fee; or

(3) other similar charge;

as a condition of, or in connection with, restoring service to a residential customer of the utility following a termination of the customer's service for nonpayment.

(d) (e) The commission shall adopt rules under IC 4-22-2 to carry out the provisions of this section.

(e) (f) This section does not prohibit an electric or gas utility from terminating residential utility service upon a request of a customer or under the following circumstances:

(1) If a condition dangerous or hazardous to life, physical safety, or property exists.

(2) Upon order by any court, the commission, or other duly authorized public authority.

(3) If fraudulent or unauthorized use of electricity or gas is detected and the utility has reasonable grounds to believe the



affected customer is responsible for such use.

(4) If the utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that the affected customer is responsible for such tampering.

SECTION 2. IC 8-1-6.1 IS ADDED TO THE INDIANA CODE AS A NEW CHAPTER TO READ AS FOLLOWS [EFFECTIVE JULY 1, 2026]:

Chapter 6.1. Quarterly Residential Customer Reports by Utilities

Sec. 1. As used in this chapter, "budget billing arrangement" means a levelized payment arrangement that:

(1) is entered into by a utility and:

(A) a customer; or

(B) a low income customer;

of the utility;

(2) allows the customer or low income customer to pay for utility service in equal monthly installments; and

(3) involves a reconciliation mechanism in which:

(A) the amount of utility service actually used by the customer or low income customer during a specified period is compared with the amount of utility service for which the customer or low income customer was billed under the arrangement during the specified period; and

(B) the account of the customer or low income customer is either billed or credited, as appropriate, for any discrepancy identified under clause (A).

Sec. 2. As used in this chapter, "customer" refers to a residential customer who:

(1) has agreed to pay for utility service from a utility; and

(2) is not a low income customer.

Sec. 3. As used in this chapter, "low income customer" refers to a residential customer who is part of a household that:

(1) has agreed to pay for utility service from a utility; and

(2) satisfies either of the following:

(A) Is eligible for and has applied for assistance from:

(i) a home energy assistance program administered under IC 4-4-33; or

(ii) a low income household water assistance program administered by the Indiana housing and community development authority.

(B) Is eligible for one (1) or more of the following:

(i) The federal Temporary Assistance for Needy Families



(TANF) program.

(ii) The federal Supplemental Nutrition Assistance Program (SNAP).

(iii) The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

(iv) Free or reduced price school meals.

(v) The federal Supplemental Security Income (SSI) program.

(vi) Medicaid.

(vii) The healthy Indiana plan under IC 12-15-44.5.

(viii) The federal Child Care and Development Fund (CCDF) voucher program or the federal Head Start program.

(ix) Public housing or housing assistance programs.

(x) Other means tested programs.

Sec. 4. As used in this chapter, "payment plan" means a payment arrangement that:

(1) is entered into by a utility and:

(A) a customer; or

(B) a low income customer;

of the utility; and

(2) allows the customer or low income customer to:

(A) pay current or past due amounts for utility service in lower amounts, over an extended period of time, or according to another agreed upon schedule;

(B) defer the payment of current or past due amounts for utility service to some future date; or

(C) receive a forbearance with respect to the payment of certain amounts owed.

Sec. 5. As used in this chapter, "protected account" means an account that:

(1) is for utility service that:

(A) is provided to a:

(i) customer; or

(ii) low income customer;

who is vulnerable because of advanced age, serious illness, or disability; and

(B) is not subject to termination or disconnection for nonpayment or for which termination or disconnection for nonpayment is restricted during specified periods; or

(2) otherwise qualifies as a protected account under rules adopted by the commission under section 9 of this chapter.



1 **Sec. 6. As used in this chapter, "utility" means a utility, however**
 2 **organized, that:**

- 3 (1) provides utility service to customers and low income
 4 customers in Indiana; and
 5 (2) is under the jurisdiction of the commission for the
 6 approval of rates and charges.

7 **Sec. 7. As used in this chapter, "utility service" means**
 8 **residential:**

- 9 (1) electric;
 10 (2) natural gas;
 11 (3) water; or
 12 (4) wastewater;

13 **service that is provided at retail.**

14 **Sec. 8. (a) A utility shall submit to the commission quarterly**
 15 **reports containing the information set forth in this subsection with**
 16 **respect to the calendar quarter covered by the report. Beginning**
 17 **with the calendar quarter specified in subsection (d), a utility shall**
 18 **submit the reports required by this subsection to the commission**
 19 **in the manner and form prescribed by the commission and not**
 20 **later than thirty (30) days after the last day of the calendar quarter**
 21 **covered by the report. A report submitted to the commission under**
 22 **this subsection must include the following information with respect**
 23 **to customers (not including low income customers with respect to**
 24 **whom a report is required under subsection (b)) for each month in**
 25 **the calendar quarter covered by the report, including, to the extent**
 26 **available, a comparison of the same information for the same**
 27 **month of the immediately preceding calendar year:**

- 28 (1) The total number of open customer accounts.
 29 (2) The total amount billed by the utility for all open customer
 30 accounts.
 31 (3) The total gross receipts received by the utility for all open
 32 customer accounts.
 33 (4) The total number of open protected accounts for
 34 customers.
 35 (5) The total number of open customer accounts that were
 36 delinquent for at least sixty (60) days and not more than
 37 ninety (90) days.
 38 (6) The total dollar amount owed with respect to the accounts
 39 identified under subdivision (5).
 40 (7) The total number of open customer accounts that were
 41 delinquent for ninety (90) days or more.
 42 (8) The total dollar amount owed with respect to the accounts



identified under subdivision (7).

(9) The total number of customer accounts referred for collection to an attorney or a collection agency.

(10) The total number of new payment plans entered into between the utility and customers of the utility.

(11) The total number of new budget billing arrangements entered into between the utility and customers of the utility.

(12) The total number of customer accounts sent a notice of disconnection for nonpayment.

(13) The total number of utility service disconnections performed for nonpayment.

(14) The total number of utility service restorations after disconnection for nonpayment.

(15) The average duration of utility service disconnection for customer accounts identified under subdivision (14).

(16) The total number of customer accounts written off as uncollectible.

(17) The total dollar value of customer accounts identified under subdivision (16).

(18) The total dollar value of recovered bad debt with respect to customer accounts.

(19) Any other relevant information concerning customer accounts that the commission:

(A) considers appropriate in evaluating:

(i) the payment history of customers; and

(ii) the billing and related practices of utilities with respect to customers; and

(B) requires under rules adopted under section 9 of this chapter.

(b) A utility shall submit to the commission quarterly reports containing the information set forth in this subsection with respect to the calendar quarter covered by the report. Beginning with the calendar quarter specified in subsection (d), a utility shall submit the reports required by this subsection to the commission in the manner and form prescribed by the commission and not later than thirty (30) days after the last day of the calendar quarter covered by the report. A report submitted to the commission under this subsection must include the following information with respect to low income customers for each month in the calendar quarter covered by the report, including, to the extent available, a comparison of the same information for the same month of the immediately preceding calendar year:



- 1 (1) The total number of open low income customer accounts.
- 2 (2) The total amount billed by the utility for all open low
- 3 income customer accounts.
- 4 (3) The total gross receipts received by the utility for all open
- 5 low income customer accounts.
- 6 (4) Of the total amount of gross receipts reported under
- 7 subdivision (3), the total amount that was paid through:
- 8 (A) a home energy assistance program administered under
- 9 IC 4-4-33; or
- 10 (B) a low income household water assistance program
- 11 administered by the Indiana housing and community
- 12 development authority.
- 13 (5) The total number of low income customers who received
- 14 assistance from:
- 15 (A) a home energy assistance program administered under
- 16 IC 4-4-33; or
- 17 (B) a low income household water assistance program
- 18 administered by the Indiana housing and community
- 19 development authority.
- 20 (6) The total number of open protected accounts for low
- 21 income customers.
- 22 (7) The total number of open low income customer accounts
- 23 that were delinquent for at least sixty (60) days and not more
- 24 than ninety (90) days.
- 25 (8) The total dollar amount owed with respect to the accounts
- 26 identified under subdivision (7).
- 27 (9) The total number of open low income customer accounts
- 28 that were delinquent for ninety (90) days or more.
- 29 (10) The total dollar amount owed with respect to the
- 30 accounts identified under subdivision (9).
- 31 (11) The total number of low income customer accounts
- 32 referred for collection to an attorney or a collection agency.
- 33 (12) The total number of new payment plans entered into
- 34 between the utility and low income customers of the utility.
- 35 (13) The total number of new budget billing arrangements
- 36 entered into between the utility and low income customers of
- 37 the utility.
- 38 (14) The total number of low income customer accounts sent
- 39 a notice of disconnection for nonpayment.
- 40 (15) The total number of utility service disconnections
- 41 performed for nonpayment.
- 42 (16) The total number of utility service restorations after



disconnection for nonpayment.

(17) The average duration of utility service disconnection for low income customer accounts identified under subdivision (16).

(18) The total number of low income customer accounts written off as uncollectible.

(19) The total dollar value of low income customer accounts identified under subdivision (18).

(20) The total dollar value of recovered bad debt with respect to low income customer accounts.

(21) Any other relevant information concerning low income customer accounts that the commission:

(A) considers appropriate in evaluating:

(i) the payment history of low income customers; and

(ii) the billing and related practices of utilities with respect to low income customers; and

(B) requires under rules adopted under section 9 of this chapter.

(c) A utility may report the information and data required under subsections (a) and (b) at the same time and on the same form, if so prescribed by the commission in rules adopted under section 9 of this chapter.

(d) The first reports submitted to the commission under subsections (a) and (b) must include the information set forth in subsections (a) and (b) with respect to the third calendar quarter of 2026.

(e) A utility shall report all information and data required under subsections (a) and (b) in the aggregate and in a manner that does not identify individual customers and low income customers of the utility.

(f) This section does not empower the commission to require utilities to disclose confidential and proprietary business information without adequate protection of the information. The commission shall exercise all necessary caution to avoid disclosure of any confidential information reported by utilities under this section.

Sec. 9. The commission shall adopt rules under IC 4-22-2 to implement this chapter.

Sec. 10. Beginning in 2027, the commission shall annually compile and summarize the information received from utilities under section 8 of this chapter for the previous calendar year and include the commission's summary of the information in the



1 commission's annual report under IC 8-1-1-14.

2 SECTION 3. [EFFECTIVE UPON PASSAGE] (a) As used in this
3 SECTION, "commission" refers to the Indiana utility regulatory
4 commission created by IC 8-1-1-2.

5 (b) As used in this SECTION, "utility" means an electric, gas,
6 or water utility, including a municipally owned, privately owned,
7 or cooperatively owned utility, subject to IC 8-1-2-121, as amended
8 by this act.

9 (c) Not later than December 31, 2026, the commission shall
10 amend the following rules of the commission as necessary to
11 conform the rules with IC 8-1-2-121, as amended by this act:

12 (1) 170 IAC 4.

13 (2) 170 IAC 5.

14 (3) 170 IAC 6.

15 (4) Any other rule that:

16 (A) has been adopted by the commission; and

17 (B) is inconsistent with IC 8-1-2-121, as amended by this
18 act.

19 (d) Not later than June 15, 2026, a utility shall do the following:

20 (1) Amend any tariff of the utility that:

21 (A) is in effect on March 14, 2026, for residential
22 customers of the utility; and

23 (B) is inconsistent with IC 8-1-2-121, as amended by this
24 act;

25 to bring the tariff into conformance with IC 8-1-2-121, as
26 amended by this act.

27 (2) File with the commission a petition for approval of each
28 tariff amended under subdivision (1).

29 (e) Not later than thirty (30) days after receipt of a utility's
30 petition under subsection (d)(2), the commission shall either:

31 (1) approve an amended tariff filed by the utility under
32 subsection (d)(2); or

33 (2) require the utility to make any changes to the amended
34 tariff necessary, as determined by the commission, to bring
35 the tariff into conformance with IC 8-1-2-121, as amended by
36 this act.

37 (f) This SECTION expires January 1, 2027.

38 SECTION 4. An emergency is declared for this act.

