
FISCAL TOPICS

Fiscal Services Division

October 27, 2021



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Des Moines, Iowa 50319

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Customer Council — Department of Administrative Services

Since July 1, 2008, the Department of Management (DOM) has been responsible for the administration of the Customer Council. The Customer Council oversees utility services provided by the Department of Administrative Services (DAS) through four enterprises. Utility services are those required to be purchased through the DAS by State agencies in order to maximize efficiency and capture economies of scale across State government. The DAS enterprises include the following:

- General Services
- Human Resources
- Central Procurement and Fleet Services
- State Accounting

The DAS annually reviews and analyzes the utility service rates to project both the direct and indirect costs of providing a service based on historical data and known changes in costs. Total costs are divided by the appropriate methodology (e.g., per hour, per full-time equivalent position, etc.) to establish the rate. Once each enterprise has established the utility service rates, the rate proposals and associated methodologies are reviewed and approved or modified by the DOM and the Customer Council.

Per statute, the responsibilities of the Customer Council include the following:

- Annually review and recommend action on the DAS business plan as it relates to utility services.
- Approve an internal procedure for resolution of complaints regarding utility services.
- Approve the rate methodology and the resulting rates for the utility services.
- Biennially review the services that only the DAS provides to State government agencies.

Membership

The Director of the DOM serves as the chairperson of the Council, and the Director of the DAS serves as the vice chairperson. Both are nonvoting members of the Council. The voting membership of the Customer Council is made up of members from 4 large agencies (more than 700 employees), 4 medium agencies (between 70 and 700 employees), and 3 small agencies (fewer than 70 employees). The Council also includes a member from the Judicial Branch; two legislative members, one from the House and one from the Senate; and nonvoting ex-officio members. Members of the Customer Council are responsible for informing like-sized agencies of the rate increases proposed by the DAS and any actions taken by the Customer Council. The agencies currently serving as members are listed on the following table.

More Information

Department of Administrative Services — Customer Council: das.iowa.gov/das-core/das-customer-council
Iowa General Assembly: legis.iowa.gov

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	Agency	Term Expiration Date
Large	Department of Corrections (DOC)	8/31/2022
	Department of Human Services (DHS)	8/31/2022
	Department of Natural Resources (DNR)	8/31/2022
	Department of Transportation (DOT)	8/31/2022
Medium	Department of Education (DE)	8/31/2023
	Department of Revenue (DOR)	8/31/2022
	Iowa Workforce Development (IWD)	8/31/2023
	Iowa Lottery Authority (ILA)	8/31/2022
Small	Iowa Department on Aging (IDA)	8/31/2022
	Iowa Law Enforcement Academy (ILEA)	8/31/2022
	Iowa College Student Aid Commission (ICSAC)	8/31/2023

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