



STATE OF IOWA

THOMAS J. VILSACK
GOVERNOR
SALLY J. PEDERSON
LT. GOVERNOR

IOWA UTILITIES BOARD
IOWA DEPARTMENT OF COMMERCE

August 10, 2005
File: C-05-111
PROPOSED RESOLUTION

RECEIVED
AUG 12 2005
LINN COUNTY REC

Mr. Alan Rawson
2853 Paris Road
Walker, IA 52352

Dear Mr. Rawson:

Linn County Rural Electric Cooperative (Linn County REC) responded to your complaint regarding electric service problems with stray voltage. We note Linn County REC provided response copies to you and to the OCA. Jim Sundermeyer, Iowa Utilities Board (IUB) Utility Regulation Engineer analyzed the contents of the file, providing assistance to staff.

You stated that your electrical problem "concerns stray voltage which has affected the productivity and behavior of our milking operation." What is usually referred to as "stray voltage" is a normal characteristic of a grounded electrical system. The utility and the customer's electrical system both contribute to the level of stray voltage.

The state of Iowa has not defined a level of concern for stray voltage. However Wisconsin has done extensive research regarding stray voltage and has adopted several guidelines. Based on the Wisconsin guidelines, staff finds the level of stray voltage documented in the two investigations in Linn County REC's response is far below the level of concern. (Both investigations appear to be executed in a manner consistent with Wisconsin guidelines.)

IUB engineering staff finds Linn County REC's response extraordinary. Based on its efforts to satisfy and investigate your concerns, it is staff's opinion Linn County REC has exceeded normal expectations in responding to your concerns.

Linn County REC several times mentioned broken grounds. Staff has been assured by Linn County REC that the broken grounds have been repaired and meet the requirements of National Electrical Safety Code (NESC 096C). In areas where the grounds have been broken, Linn County REC may want to consider installing guards to protect the grounds (to ensure meeting the requirement of NESC 096C) even though guards are not required.

Linn County REC questioned if your wiring meets the requirements of the current National Electrical Code. The National Electrical Code, ANSI/NFPA 70-2002, was adopted by 199 IAC 25.2(5)b as a standard of accepted good practice for customer-

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owned electrical facilities beyond the point of delivery. The IUB cannot require this, but staff would urge you to follow the guidelines of the NEC. Staff would also urge the utility to encourage all of its customers to follow the guideline of the NEC. In the event, the utility finds an unsafe condition, it is allowed to disconnect the service as stated in 199 IAC 20.4(15) in the rules.

In conclusion, staff finds that Linn County REC has thoroughly investigated your concerns. The IUB has no authority to determine damages. This is the proposed resolution of the staff of the Iowa Utilities Board. If you disagree with this proposed resolution, you may provide additional information or request a formal proceeding. Please send a copy of your request to our office, Linn County REC, and the Office of Consumer Advocate. Please refer to the C-file number listed at the top of this letter. If nothing is received within 14 days, this case will be closed.

Mr. Rawson, thank you for contacting the Iowa Utilities Board. If you have any questions, please call toll free 1-877-565-4450.

Sincerely,



Jane Whetstone
Customer Service Coordinator

cc: ✓ Linn County Rural Electric Cooperative, P.O. Box 69, Marion, IA 52302-0069
Office of Consumer Advocate, 310 Maple Street, Des Moines, IA 50319