

CHAPTER 476
PUBLIC UTILITY REGULATION

Referred to in §6B.42, 8D.13, 11.6, 89.14, 256.90, 318.9, 331.248, 331.261, 357A.11A, 368.1, 373.11, 388.2A, 388.9A, 423.3, 427.1(2), 433.12, 437A.3, 437B.2, 474.1, 474.9, 476C.1, 499.80, 546.7

Table listing regulations under Subchapter I (Regulation Authority), Subchapter II (Assigned Area of Service), Subchapter III (Crossings), Subchapter IV (Local Telephone Service), Subchapter V (Rules), and Subchapter VI (Alternate Energy Production Facilities). Includes sections like 476.1, 476.1A, 476.1B, 476.1C, 476.1D, 476.2, 476.3, 476.4, 476.4A, 476.5, 476.6, 476.6A, 476.7, 476.8, 476.9, 476.10, 476.10A, 476.10B, 476.11, 476.12, 476.13, 476.14, 476.15, 476.16, 476.17, 476.18, 476.19, 476.20, 476.21, 476.22, 476.23, 476.24, 476.25, 476.26, 476.27, 476.28, 476.29, 476.30, 476.31, 476.32, 476.33, 476.34, 476.41, 476.42, 476.43, 476.44, 476.44A, 476.45, 476.46, 476.46A, 476.47, 476.48, 476.49, 476.50, 476.51.

	SUBCHAPTER VIII		SUBCHAPTER XII
	POLICIES		COMPETITIVE NATURAL GAS PROVIDERS
476.52	Management efficiency.	476.86	Definitions.
476.53	Electric generating and transmission facilities.	476.87	Certification of competitive natural gas providers.
476.53A	Renewable electric power generation.	476.88	through 476.90 Reserved.
476.54	Delayed payment charges.		
476.55	Complaint of antitrust activities.		SUBCHAPTER XIII
476.56	Energy costs provided.		ALTERNATIVE OPERATOR SERVICES
476.57	Limitations on use of ADAD equipment — penalty. Repealed by 2018 Acts, ch 1160, §32.	476.91	Alternative operator services.
		476.92	through 476.94 Reserved.
476.58	Safety of distributed generation facilities — disconnection device required — rules.		SUBCHAPTER XIV
			TELECOMMUNICATIONS SERVICE PROVIDERS
476.59	and 476.60 Reserved.	476.95	Internet protocol-enabled service and voice over internet protocol service — regulation.
	SUBCHAPTER IX	476.95A	Annual registration for telecommunications service providers.
	ENERGY EFFICIENCY PROGRAMS	476.95B	Applicability of authority.
476.61	Reserved.		
476.62	Energy-efficient lighting required.		SUBCHAPTER XV
476.63	Energy efficiency programs.		LOCAL EXCHANGE CARRIERS
476.64	Reserved.	476.96	Definitions. Repealed by 2018 Acts, ch 1160, §32.
476.65	Energy audits. Repealed by 96 Acts, ch 1196, §14.	476.97	Price regulation. Repealed by 2014 Acts, ch 1099, §19.
	SUBCHAPTER X	476.98	Earnings calculation and report. Repealed by 2005 Acts, ch 9, §4.
	CUSTOMER CONTRIBUTION FUND	476.99	Additional price regulation plan provisions. Repealed by 2014 Acts, ch 1099, §19.
476.66	Customer contribution fund.	476.100	Prohibited acts.
476.67	through 476.70 Reserved.	476.101	Local exchange competition. Repealed by 2018 Acts, ch 1160, §32.
	SUBCHAPTER XI		
	PUBLIC UTILITY AFFILIATES		SUBCHAPTER XVI
476.71	Purpose.		UNIVERSAL SERVICE
476.72	Definitions.	476.102	Universal service.
476.73	Affiliate records.		
476.74	Affiliate information required to be filed.		SUBCHAPTER XVII
476.75	Audits required.		CHANGE IN SERVICE
476.76	Reorganization defined.		
476.77	Time and standards for review.	476.103	Unauthorized change in service — civil penalty.
476.78	Cross-subsidization prohibited.		
476.79	Provision of nonutility service.		SUBCHAPTER XVIII
476.80	Additional requirements.		SEVERABILITY
476.81	Audit required.	476.104	Severability.
476.82	Exemption — energy efficiency.		
476.83	Complaints.		
476.84	Water, sanitary sewer, and storm water utilities — acquisitions — advance ratemaking.		
476.85	Reserved.		

SUBCHAPTER I  
REGULATION AUTHORITY

**476.1 Applicability of authority.**

1. The utilities board within the utilities division of the department of commerce shall regulate the rates and services of public utilities to the extent and in the manner hereinafter provided.

2. As used in [this chapter](#), “board” or “utilities board” means the utilities board within the utilities division of the department of commerce.

3. As used in [this chapter](#), “public utility” shall include any person, partnership, business association, or corporation, domestic or foreign, owning or operating any facilities for:

a. Furnishing gas by piped distribution system or electricity to the public for compensation.

b. Furnishing communications services to the public for compensation.

c. Furnishing water by piped distribution system to the public for compensation.

d. Furnishing sanitary sewage or storm water drainage disposal by piped collection system to the public for compensation.

4. [This chapter](#) does not apply to municipally owned waterworks, waterworks having less than two thousand customers, joint water utilities established pursuant to [chapter 389](#), rural water districts incorporated and organized pursuant to [chapters 357A](#) and [504](#), cooperative water associations incorporated and organized pursuant to [chapter 499](#), municipally owned sanitary sewage or storm water drainage systems, sanitary districts incorporated and organized pursuant to [chapter 358](#), districts organized pursuant to [chapter 468](#), or a person furnishing electricity to five or fewer customers either by secondary line or from an alternate energy production facility or small hydro facility, from electricity that is produced primarily for the person’s own use.

5. The jurisdiction of the board under [this chapter](#) shall include efforts designed to promote the use of energy efficiency strategies by gas and electric utilities required to be rate-regulated.

[C66, 71, 73, 75, §490A.1; C77, 79, 81, §476.1; [81 Acts, ch 156, §4](#)]

[83 Acts, ch 127, §15, 16](#); [84 Acts, ch 1031, §1](#); [88 Acts, ch 1172, §2](#); [90 Acts, ch 1252, §18](#); [91 Acts, ch 150, §1](#); [91 Acts, ch 168, §9](#); [96 Acts, ch 1196, §1](#); [2004 Acts, ch 1049, §191](#); [2004 Acts, ch 1175, §393](#); [2012 Acts, ch 1023, §67](#); [2016 Acts, ch 1013, §1, 2](#); [2018 Acts, ch 1135, §3](#); [2018 Acts, ch 1160, §4](#)

Referred to in [§8B.25, 16.151, 306.46, 331.301, 352.6, 364.3, 388.2A, 423.3, 455H.304, 476.6, 476.20, 476.22, 476.27, 476.58, 476.84, 476.91, 499.30, 499.33, 714H.4, 716.6B, 716.7](#)

**476.1A Applicability of authority — certain electric utilities.**

1. Electric public utilities having fewer than ten thousand customers and electric cooperative corporations and associations are not subject to the regulation authority of the board, except for regulatory action pertaining to all of the following:

a. Assessment of fees for the support of the division and the office of consumer advocate, pursuant to [section 476.10](#).

b. Safety and engineering standards for equipment, operations, and procedures.

c. Assigned area of service.

d. Pilot projects of the board.

e. Assessment of fees for the support of the Iowa energy center created in [section 15.120](#) and the center for global and regional environmental research established by the state board of regents. This paragraph “e” is repealed July 1, 2022.

f. Filing alternate energy purchase program plans with the board, and offering such programs to customers, pursuant to [section 476.47](#).

2. However, [sections 476.20, subsections 1 through 4, 476.21, 476.51, 476.56, 476.62, and 476.66](#) and [chapters 476A](#) and [478](#), to the extent applicable, apply to such electric utilities.

3. Electric cooperative corporations and associations and electric public utilities exempt from rate regulation under [this section](#) shall not make or grant any unreasonable preferences

or advantages as to rates or services to any person or subject any person to any unreasonable prejudice or disadvantage.

4. The board of directors or the membership of an electric cooperative corporation or association otherwise exempt from rate regulation may elect to have the cooperative's rates regulated by the board. The board shall adopt rules prescribing the manner in which the board of directors or the membership of an electric cooperative may so elect. If the board of directors or the membership of an electric cooperative has elected to have the cooperative's rates regulated by the board, after two years have elapsed from the effective date of such election the board of directors or the membership of the electric cooperative may elect to exempt the cooperative from the rate regulation authority of the board, provided, however, that if the membership elected to have the cooperative's rates regulated by the board, only the membership may elect to exempt the cooperative from the rate regulation authority of the board.

86 Acts, ch 1039, §1; 88 Acts, ch 1174, §1; 88 Acts, ch 1175, §1; 89 Acts, ch 297, §9; 90 Acts, ch 1252, §19; 96 Acts, ch 1196, §2, 3; 2001 Acts, 1st Ex, ch 4, §8, 36; 2008 Acts, ch 1133, §2, 9; 2017 Acts, ch 169, §36, 49; 2018 Acts, ch 1135, §4

Referred to in §476.44, 476.58

#### **476.1B Applicability of authority — municipally owned utilities.**

1. Unless otherwise specifically provided by statute, a municipally owned utility furnishing gas or electricity is not subject to regulation by the board under [this chapter](#), except for regulatory action pertaining to:

a. Assessment of fees for the support of the division and the office of consumer advocate, as set forth in [section 476.10](#).

b. Safety standards.

c. Assigned areas of service, as set forth in [sections 476.22 through 476.26](#).

d. Enforcement of civil penalties pursuant to [section 476.51](#).

e. Disconnection of service, as set forth in [section 476.20, subsections 1 through 4](#).

f. Encouragement of alternate energy production facilities, as set forth in [sections 476.41 through 476.45](#).

g. Enforcement of [section 476.56](#).

h. Enforcement of [section 476.66](#).

i. Enforcement of [section 476.62](#).

j. Assessment of fees for the support of the Iowa energy center created in [section 15.120](#) and the center for global and regional environmental research created by the state board of regents. This paragraph "j" is repealed July 1, 2022.

k. An electric power agency as defined in [chapter 28F](#) and [section 390.9](#) that includes as a member a city or municipally owned utility that builds transmission facilities after July 1, 2001, is subject to applicable transmission reliability rules or standards adopted by the board for those facilities.

l. Filing alternate energy purchase program plans with the board, and offering such programs to customers, pursuant to [section 476.47](#).

2. The board may waive all or part of the energy efficiency filing and review requirements for municipally owned utilities which demonstrate superior results with existing energy efficiency efforts.

3. Unless otherwise specifically provided by statute, a municipally owned utility providing local exchange services is not subject to regulation by the board under [this chapter](#) except for regulatory action pertaining to the enforcement of [sections 476.95, 476.95A, 476.95B, 476.100, and 476.102](#).

86 Acts, ch 1162, §1; 88 Acts, ch 1174, §2; 88 Acts, ch 1175, §2; 89 Acts, ch 297, §10; 90 Acts, ch 1252, §20; 96 Acts, ch 1196, §4, 5; 97 Acts, ch 81, §1, 2, 6; 99 Acts, ch 63, §7, 8; 2001 Acts, 1st Ex, ch 4, §9, 36; 2008 Acts, ch 1133, §3, 9; 2010 Acts, ch 1018, §6; 2017 Acts, ch 62, §4; 2017 Acts, ch 169, §37, 49; 2018 Acts, ch 1135, §5; 2018 Acts, ch 1160, §5

Referred to in §364.3, 476.58

**476.1C Applicability of authority — certain gas utilities.**

1. Gas public utilities having fewer than two thousand customers:

a. Are not subject to the regulation authority of the utilities board under [this chapter](#) unless otherwise specifically provided. [Sections 476.10](#), [476.20](#), [476.21](#), and [476.51](#) apply to such gas utilities.

b. Shall be subject to the assessment of fees for the support of the Iowa energy center created in [section 15.120](#) and the center for global and regional environmental research created by the state board of regents. This paragraph “b” is repealed July 1, 2022.

c. Shall file energy efficiency plans and energy efficiency results with the board. The energy efficiency plans as a whole shall be cost-effective. The board may waive all or part of the energy efficiency filing requirements if the gas utility demonstrates superior results with existing energy efficiency efforts.

d. Shall keep books, accounts, papers and records accurately and faithfully in the manner and form prescribed by the board. The board may inspect the accounts of the utility at any time.

e. (1) May make effective a new or changed rate, charge, schedule, or regulation after giving written notice of the proposed new or changed rate, charge, schedule, or regulation to all affected customers served by the public utility. The notice shall inform the customers of their right to petition for a review of the proposal to the utilities board within sixty days after notice is served if the petition contains the signatures of at least one hundred of the gas utility’s customers. The notice shall state the address of the utilities board. The new or changed rate, charge, schedule, or regulation takes effect sixty days after such valid notice is served unless a petition for review of the new or changed rate, charge, schedule, or regulation signed by at least one hundred of the gas utility’s customers is filed with the board prior to the expiration of the sixty-day period.

(2) If such a valid petition is filed with the board within the sixty-day period, any new or changed rate, charge, schedule, or regulation shall take effect, under bond or corporate undertaking, subject to refund of all amounts collected in excess of those amounts which would have been collected under the rates or charges finally approved by the board. The board shall within five months of the date of filing make a determination of just and reasonable rates based on a review of the proposal, applying established regulatory principles. The board may call upon the gas public utility and its customers to furnish factual evidence in support of or opposition to the new or changed rate, charge, schedule, or regulation. If the gas public utility disputes the finding, the utility may within twenty days file for further review, and the board shall docket the case as a formal proceeding under [section 476.6](#), [subsection 4](#), and set the case for hearing. The gas public utility shall submit factual evidence and written argument in support of the filing.

f. Shall not make effective a new or changed rate, charge, schedule, or regulation which relates to services for which a rate change is pending within twelve months following the date the petition to review the prior proposed rate, charge, schedule, or regulation was filed with the board or until the board has made its determination of just and reasonable rates, whichever date is earlier, unless the utility applies to the board for authority and receives authority to make a subsequent rate change at an earlier date.

g. Shall not make or grant any unreasonable preferences or advantages as to rates or services to any person or subject any person to any unreasonable prejudice or disadvantage. Rates charged by a gas public utility having less than two thousand customers for transportation of customer-owned gas shall not exceed the actual cost of such transportation services including a fair rate of return.

2. If, as a result of a review of a proposed new or changed rate, charge, schedule, or regulation of a gas public utility having fewer than two thousand customers, the consumer advocate alleges in a filing with the board that the utility rates are excessive, the disputed amounts shall be specified by the consumer advocate in the filing. The gas public utility shall, within the time prescribed by the board, file a bond or undertaking approved by the board conditioned upon the refund in a manner prescribed by the board of amounts collected after the date of the filing which are in excess of rates or charges finally determined by the board to be lawful. If after formal proceeding and hearing pursuant to [section 476.6](#) the board finds

that the utility rates are unlawful, the board shall order a refund, with interest, of amounts collected after the date of filing of the petition that are determined to be in excess of the amounts which would have been collected under the rates finally approved. However, the board shall not order a refund that is greater than the amount specified in the petition, plus interest. If the board fails to render a decision within ten months following the date of filing of the petition, the board shall not order a refund of any excess amounts that are collected after the expiration of that ten-month period and prior to the date the decision is rendered.

[87 Acts, ch 21, §1](#); [90 Acts, ch 1252, §21](#); [96 Acts, ch 1196, §6](#); [2012 Acts, ch 1021, §91](#); [2017 Acts, ch 169, §38, 39, 49](#)

Referred to in [§476.6](#)

#### **476.1D Regulation and deregulation of communications services.**

1. Except as provided in [this section](#), the jurisdiction of the board as to the regulation of communications services is not applicable to a service or facility that is provided or is proposed to be provided by a telephone utility that is or becomes subject to effective competition, as determined by the board.

a. In determining whether a service or facility is or becomes subject to effective competition, the board shall consider, among other factors, whether a comparable service or facility is available from a supplier other than the telephone utility in the geographic market being considered by the board and whether market forces in that market are sufficient to assure just and reasonable rates without regulation.

b. When considering market forces in the market proposed to be deregulated, the board shall consider factors including but not limited to the presence or absence of all of the following:

- (1) Wireless communications services.
- (2) Cable telephony services.
- (3) Voice over internet protocol services.
- (4) Economic barriers to the entry of competitors or potential competitors in that market.

2. Deregulation of a service or facility for a utility is effective only after a finding of effective competition by the board.

3. If the board finds that a service or facility is subject to effective competition, the board shall deregulate the service or facility within a reasonable time.

4. Upon deregulation, all investment, revenues, and expenses associated with the service or facility shall be removed from the telephone utility's regulated operations and shall not be considered by the board in setting rates for the telephone utility unless they continue to affect the utility's regulated operations. If the board considers investment, revenues, and expenses associated with unregulated services or facilities in setting rates for the telephone utility, the board shall not use any profits or costs from such unregulated services or facilities to determine the rates for regulated services or facilities.

5. Notwithstanding the presence of effective competition, if the board determines a service or facility is an essential communications service or facility and the public interest warrants retention of service regulation, the board shall deregulate rates and may continue service regulation.

6. The board may reimpose rate and service regulation on a deregulated service or facility if it determines the service or facility is no longer subject to effective competition.

7. The board may reimpose service regulation only on a deregulated service or facility if the board determines the service or facility is an essential communications service or facility and the public interest warrants service regulation, notwithstanding the presence of effective competition.

8. If the board reimposes regulation pursuant to [subsection 6 or 7](#), the reimposition of regulation shall apply to all providers of the service or facility.

9. The board may investigate and obtain information from providers of deregulated services or facilities to determine whether the services or facilities are subject to effective competition or whether the service or facility is an essential communications service or facility and the public interest warrants service regulation. However, the board shall not, for



purposes of [this subsection](#), request or obtain information related to the provider's costs or earnings.

91 Acts, ch 150, §2; 95 Acts, ch 199, §1; 96 Acts, ch 1219, §73; 2003 Acts, ch 126, §1; 2003 Acts, ch 145, §286; 2005 Acts, ch 9, §1; 2006 Acts, ch 1010, §123; 2011 Acts, ch 25, §143; 2012 Acts, ch 1023, §68; 2014 Acts, ch 1099, §1, 2; 2018 Acts, ch 1160, §6, 7

Referred to in §476.55, 476.103, 477.9A

#### **476.2 Board powers and rules — utility's Iowa office.**

1. The board shall have broad general powers to effect the purposes of [this chapter](#) notwithstanding the fact that certain specific powers are set forth in [this section](#). The board shall have authority to issue subpoenas and to pay the same fees and mileage as are payable to witnesses in the courts of record of general jurisdiction and shall establish all needful, just and reasonable rules, not inconsistent with law, to govern the exercise of its powers and duties, the practice and procedure before it, and to govern the form, contents and filing of reports, documents and other papers provided for in [this chapter](#) or in the board's rules. In the establishment, amendment, alteration or repeal of any of such rules, the board shall be subject to the provisions of [chapter 17A](#).

2. The board shall employ at rates of compensation consistent with current standards in industry such professionally trained engineers, accountants, attorneys, and skilled examiners and inspectors, secretaries, clerks, and other employees as it may find necessary for the full and efficient discharge of its duties and responsibilities as required by [this chapter](#).

3. The board may intervene in any proceedings before the federal energy regulatory commission or any other federal or state regulatory body when it finds that any decision of that tribunal would adversely affect the costs of any public utility service within the state of Iowa.

4. The board shall have authority to inquire into the management of the business of all public utilities, and shall keep itself informed as to the manner and method in which the same is conducted, and may obtain from any public utility all necessary information to enable the board to perform its duties.

5. The board shall have the authority to employ or appoint an independent administrative law judge to preside over any hearing or proceeding before the board. [Sections 10A.801 and 17A.11](#) do not apply to the employment or appointment of an administrative law judge pursuant to [this subsection](#).

6. Each rate-regulated gas and electric utility operating within the state shall maintain within the state the utility's principal office for Iowa operations. The principal office shall be subject to the jurisdiction of the board and shall house those books, accounts, papers, and records of the utility deemed necessary by the board to be housed within the state. The utility shall maintain within the state administrative, technical, and operating personnel necessary for the delivery of safe and reasonably adequate services and facilities as required pursuant to [section 476.8](#). A public utility which violates [this section](#) shall be subject to the penalties provided in [section 476.51](#) and shall be denied authority to recover, for a period determined by the board, the costs of an energy efficiency plan pursuant to [section 476.6, subsection 8](#).

[C66, 71, 73, 75, §490A.2; C77, 79, 81, §476.2]

90 Acts, ch 1168, §51; 90 Acts, ch 1252, §22; 96 Acts, ch 1196, §7; 2018 Acts, ch 1135, §6; 2018 Acts, ch 1160, §8; 2020 Acts, ch 1063, §262; 2021 Acts, ch 75, §1

Referred to in §476.12

NEW subsection 5 and former subsection 5 renumbered as 6

#### **476.3 Complaints — investigation — refunds.**

1. A public utility shall furnish reasonably adequate service at rates and charges in accordance with tariffs filed with the board. When there is filed with the board by any person or body politic, or filed by the board upon its own motion, a written complaint requesting the board to determine the reasonableness of the rates, charges, schedules, service, regulations, or anything done or omitted to be done by a public utility subject to [this chapter](#) in contravention of [this chapter](#), the written complaint shall be forwarded by the board to the public utility, which shall be called upon to satisfy the complaint or to answer it in writing within a reasonable time to be specified by the board. Copies of the written complaint

forwarded by the board to the public utility and copies of all correspondence from the public utility in response to the complaint shall be provided by the board in an expeditious manner to the consumer advocate. If the board determines the public utility's response is inadequate and there appears to be any reasonable ground for investigating the complaint, the board shall promptly initiate a formal proceeding. If the consumer advocate determines the public utility's response to the complaint is inadequate, the consumer advocate may file a petition with the board which shall promptly initiate a formal proceeding if the board determines that there is any reasonable ground for investigating the complaint. The complainant or the public utility also may petition the board to initiate a formal proceeding which petition shall be granted if the board determines that there is any reasonable ground for investigating the complaint. The formal proceeding may be initiated at any time by the board on its own motion. If a proceeding is initiated upon petition filed by the consumer advocate, complainant, or the public utility, or upon the board's own motion, the board shall set the case for hearing and give notice as it deems appropriate. When the board, after a hearing held after reasonable notice, finds a public utility's rates, charges, schedules, service, or regulations are unjust, unreasonable, discriminatory, or otherwise in violation of any provision of law, the board shall determine just, reasonable, and nondiscriminatory rates, charges, schedules, service, or regulations to be observed and enforced.

2. If, as a result of a review procedure conducted under [section 476.31](#), a review conducted under [section 476.32](#), a special audit, an investigation by division staff, or an investigation by the consumer advocate, a petition is filed with the board by the consumer advocate, alleging that a utility's rates are excessive, the disputed amount shall be specified in the petition. The public utility shall, within the time prescribed by the board, file a bond or undertaking approved by the board conditioned upon the refund in a manner prescribed by the board of amounts collected after the date of filing of the petition in excess of rates or charges finally determined by the board to be lawful. If upon hearing the board finds that the utility's rates are unlawful, the board shall order a refund, with interest, of amounts collected after the date of filing of the petition that are determined to be in excess of the amounts which would have been collected under the rates finally approved. However, the board shall not order a refund that is greater than the amount specified in the petition, plus interest, and if the board fails to render a decision within ten months following the date of filing of the petition, the board shall not order a refund of any excess amounts that are collected after the expiration of that ten-month period and prior to the date the decision is rendered.

3. A determination of utility rates by the board pursuant to [this section](#) that is based upon a departure from previously established regulatory principles shall apply prospectively from the date of the decision.

[C66, 71, 73, 75, §490A.3; C77, 79, 81, §476.3; 81 Acts, ch 156, §5, 9]

83 Acts, ch 127, §17, 18; 89 Acts, ch 59, §1; 89 Acts, ch 97, §1; 95 Acts, ch 199, §2; 2011 Acts, ch 25, §143; 2014 Acts, ch 1099, §3

Referred to in §476.4, 476.10, 476.33, 476.52

#### **476.4 Tariffs filed.**

1. Every public utility shall file with the board tariffs showing the rates and charges for its public utility services and the rules and regulations under which such services were furnished, on April 1, 1963, which rates and charges shall be subject to investigation by the board as provided in [section 476.3](#), and upon such investigation the burden of establishing the reasonableness of such rates and charges shall be upon the public utility filing the same. These filings shall be made under such rules as the board may prescribe within such time and in such form as the board may designate. In prescribing rules and regulations with respect to the form of tariffs and any other regulations, the board shall, in the case of public utilities subject to regulation by any federal agency, give due regard to any corresponding rules and regulations of such federal agency, to the end that unnecessary duplication of effort and expense may be avoided so far as reasonably possible. Each public utility shall keep copies of its tariffs open to public inspection under such rules as the board may prescribe.

2. No later than January 1, 2015, a telephone utility is required to file tariffs as provided in [this section](#) only for such wholesale services as may be specified by the board.



3. Every rate, charge, rule, and regulation contained in any filing made with the commission on or prior to July 4, 1963, shall be effective as of such date, subject, however, to investigation as provided in [this chapter](#). If any such filing is made prior to the time the commission prescribes rules, and if such filing does not comply as to form or substance with such rules, then the public utility which filed the same shall within a reasonable time after the adoption of such rules make a new filing or filings complying with such rules, which new filing or filings shall be deemed effective as of July 4, 1963.

[C66, 71, 73, 75, §490A.4; C77, 79, 81, §476.4]

[2014 Acts, ch 1099, §4](#); [2018 Acts, ch 1135, §7](#); [2020 Acts, ch 1063, §263](#); [2021 Acts, ch 80, §308](#)

Referred to in [§476.43](#)  
Subsection 3 amended

**476.4A Exemption from tariff filings for telephone utilities.** Repealed by [2014 Acts, ch 1099, §19](#).

**476.5 Adherence to schedules.**

No public utility subject to rate regulation shall directly or indirectly charge a greater or less compensation for its services than that prescribed in its tariffs, and no such public utility shall make or grant any unreasonable preferences or advantages as to rates or services to any person or subject any person to any unreasonable prejudice or disadvantage.

[C66, 71, 73, 75, §490A.5; C77, 79, 81, §476.5]

[2014 Acts, ch 1099, §5](#)

**476.6 Changes in rates, charges, schedules, and regulations — supply and cost review — water costs for fire protection — energy efficiency.**

1. *Filing with board.* A public utility subject to rate regulation shall not make effective a new or changed rate, charge, schedule, or regulation until the rate, charge, schedule, or regulation has been approved by the board, except as provided in [subsections 8 and 9](#).

2. *Written notice of increase.* All public utilities, except those exempted from rate regulation by [section 476.1](#) and telecommunications service providers registered pursuant to [section 476.95A](#), shall give written notice of a proposed increase of any rate or charge to all affected customers served by the public utility no more than sixty-two days prior to the time the application for the increase is filed with the board. Public utilities exempted from rate regulation by [section 476.1](#), except telecommunications service providers registered pursuant to [section 476.95A](#), shall give written notice of a proposed increase of any rate or charge to all affected customers served by the public utility at least thirty days prior to the effective date of the increase. If the public utility is subject to rate regulation, the notice to affected customers shall also state that the customer has a right to file a written objection to the rate increase and that the affected customers may request the board to hold a public hearing to determine if the rate increase should be allowed. The board shall prescribe the manner and method that the written notice to each affected customer of the public utility shall be served.

3. *Facts and arguments submitted.* At the time a public utility subject to rate regulation files with the board an application for any new or changed rates, charges, schedules, or regulations, the public utility also shall submit factual evidence and written argument offered in support of the filing. If the filing is an application for a general rate increase, the utility shall also file affidavits containing testimonial evidence to be offered in support of the filing, although this requirement does not apply if the public utility is a rural electric cooperative.

4. *Hearing set.* After the filing of an application for new or changed rates, charges, schedules, or regulations by a public utility subject to rate regulation, the board, prior to the expiration of thirty days after the filing date, shall docket the case as a formal proceeding and set the case for hearing unless the new or changed rates, charges, schedules, or regulations are approved by the board. However, if an application presents no material issue of fact subject to dispute, and the board determines that the application violates a relevant statute, or is not in substantial compliance with a board rule lawfully adopted pursuant to [chapter 17A](#), the application may be rejected by the board without prejudice and without a hearing, provided that the board issues a written order setting forth all of its reasons for rejecting the

application. In the case of a gas public utility having less than two thousand customers, the board shall docket a case as a formal proceeding and set the case for hearing as provided in [section 476.1C](#). In the case of a rural electric cooperative, the board may docket the case as a formal proceeding and set the case for hearing prior to the proposed effective date of the tariff. The board shall give notice of formal proceedings as it deems appropriate. The docketing of a case as a formal proceeding suspends the effective date of the new or changed rates, charges, schedules, or regulations until the rates, charges, schedules, or regulations are approved by the board, except as provided in [subsection 9](#).

5. *Utility hearing expenses reported.* When a case has been docketed as a formal proceeding under [subsection 4](#), the public utility, within a reasonable time thereafter, shall file with the board a report outlining the utility's expected expenses for litigating the case through the time period allowed by the board in rendering a decision. At the conclusion of the utility's presentation of comments, testimony, exhibits, or briefs the utility shall submit to the board a listing of the utility's actual litigation expenses in the proceeding. As part of the findings of the board under [subsection 6](#), the board shall allow recovery of costs of the litigation expenses over a reasonable period of time to the extent the board deems the expenses reasonable and just.

6. *Finding by board.* If, after hearing and decision on all issues presented for determination in the rate proceeding, the board finds the proposed rates, charges, schedules, or regulations of the utility to be unlawful, the board shall by order authorize and direct the utility to file new or changed rates, charges, schedules, or regulations which, when approved by the board and placed in effect, will satisfy the requirements of [this chapter](#). The rates, charges, schedules, or regulations so approved are lawful and effective upon their approval.

7. *Limitation on filings.* A public utility shall not make a subsequent filing of an application for a new or changed rate, charge, schedule, or regulation which relates to services for which a rate filing is pending within twelve months following the date the prior application was filed or until the board has issued a final order on the prior application, whichever date is earlier, unless the public utility applies to the board for authority and receives authority to make a subsequent filing at an earlier date.

8. *Automatic adjustments.*

a. [This chapter](#) does not prohibit a public utility from making provision for the automatic adjustment of rates and charges for public utility service provided that a schedule showing the automatic adjustment of rates and charges is first filed with and approved by the board.

b. A public utility may automatically adjust rates and charges to recover costs related to transmission incurred by or charged to the public utility consistent with a tariff or agreement that is subject to the jurisdiction of the federal energy regulatory commission, provided that a schedule showing the automatic adjustment of rates and charges is first filed with and approved by the board. The board shall adopt rules regarding the reporting of transmission expenses and transmission-related activity pursuant to this paragraph.

9. *Temporary authority.*

a. A public utility may choose to place in effect temporary rates, charges, schedules, or regulations without board review on or after ten days following the filing date under [this section](#). If the utility chooses to place such rates, charges, schedules, or regulations in effect, the utility shall file with the board a bond or other corporate undertaking approved by the board conditioned upon the refund in a manner prescribed by the board of amounts collected in excess of the amounts which would have been collected under rates, charges, schedules, or regulations finally approved by the board. At the conclusion of the proceeding if the board determines that the temporary rates, charges, schedules, or regulations placed in effect under this paragraph were not based on previously established regulatory principles, the board shall consider ordering refunds based upon the overpayments made by each individual customer class, rate zone, or customer group. If the board has not rendered a final decision with respect to suspended rates, charges, schedules, or regulations upon the expiration of ten months after the filing date, plus the length of any delay that necessarily results either from the failure of the public utility to exercise due diligence in connection with the proceedings or from intervening judicial proceedings, plus the length of any extension permitted by [section 476.33, subsection 3](#), then such temporary rates, charges, schedules, or regulations placed

into effect on a temporary basis shall be deemed finally approved by the board and the utility may place them into effect on a permanent basis.

b. If the board finds that an extension of the ten-month period is necessary to permit the accumulation of necessary data with respect to the operation of a newly constructed electric generating facility that has a capacity of one hundred megawatts or more of electricity and that is proposed to be included in the rate base for the first time, the board may extend the ten-month period up to a maximum extension of six months, but only with respect to that portion of the suspended rates, charges, schedules, or regulations that are necessarily connected with the inclusion of the generating facility in the rate base. If a utility is proposing to include in its rate base for the first time a newly constructed electric generating facility that has a capacity of one hundred megawatts or more of electricity, the filing date of new or changed rates, charges, schedules, or regulations shall, for purposes of computing the time limitations stated above, be the date as determined by the board that the new plant went into service, but only with respect to that portion of the suspended rates, charges, schedules, or regulations that are necessarily connected with the inclusion of the generating facility in the rate base.

c. The board shall determine the rate of interest to be paid by a public utility to persons receiving refunds. The interest rate to be applied to refunds of moneys collected subject to refund under [this subsection](#) is two percent per annum plus the average quarterly interest rate at commercial banks for twenty-four-month loans for personal expenditures, as determined by the board, compounded annually. The board shall consider federal reserve statistical release G.19 or its equivalent when determining interest to be paid under [this subsection](#).

10. *Refunds passed on to customers.* If pursuant to federal law or rule a rate-regulated public utility furnishing gas to customers in the state receives a refund or credit for past gas purchases, the savings shall be passed on to the customers in a manner approved by the board. Similarly, if pursuant to federal law or rule a rate-regulated public utility furnishing gas to customers in the state receives a rate for future gas purchases which is lower than the price included in the public utility's approved rate application, the savings shall be passed on to the customers in a manner approved by the board.

11. *Natural gas supply and cost review.*

a. The board shall periodically conduct a proceeding for the purpose of evaluating the reasonableness and prudence of a rate-regulated public utility's natural gas procurement and contracting practices. The natural gas supply and cost review shall be conducted as a contested case pursuant to [chapter 17A](#).

b. Under procedures established by the board, each rate-regulated public utility furnishing gas shall periodically file a complete natural gas procurement plan describing the expected sources and volumes of its gas supply and changes in the cost of gas anticipated over a future twelve-month period specified by the board. The utilities shall file information as the board deems appropriate.

c. During the natural gas supply and cost review, the board shall evaluate the reasonableness and prudence of the gas procurement plan. If a utility is not taking all reasonable actions to minimize its purchase gas costs, consistent with assuring an adequate long-term supply of natural gas, the board shall not allow the utility to recover from its customers purchase gas costs in excess of those costs that would be incurred under reasonable and prudent policies and practices.

12. *Electric energy supply and cost review.* The board shall periodically conduct a proceeding for the purpose of evaluating the reasonableness and prudence of a rate-regulated public utility's procurement and contracting practices related to the acquisition of fuel for use in generating electricity. The evaluation may review the reasonableness and prudence of actions taken by a rate-regulated public utility to comply with the federal Clean Air Act Amendments of 1990, Pub. L. No. 101-549. The proceeding shall be conducted as a contested case pursuant to [chapter 17A](#). Under procedures established by the board, the utility shall file information as the board deems appropriate. If a utility is not taking all reasonable actions to minimize its fuel and allowance transaction costs, the board shall not allow the utility to recover from its customers fuel and allowance transaction costs in excess of those costs that would be or would have been incurred under reasonable and prudent policies and practices.

13. *Energy efficiency plans.* Electric and gas public utilities shall offer energy efficiency programs to their customers through energy efficiency plans. An energy efficiency plan as a whole shall be cost-effective. In determining the cost-effectiveness of an energy efficiency plan, the board shall apply the societal test, total resource cost test, utility cost test, rate-payer impact test, and participant test. Energy efficiency programs for qualified low-income persons and for tree planting programs, educational programs, and assessments of consumers' needs for information to make effective choices regarding energy use and energy efficiency need not be cost-effective and shall not be considered in determining cost-effectiveness of plans as a whole. The energy efficiency programs in the plans may be provided by the utility or by a contractor or agent of the utility. Programs offered pursuant to [this subsection](#) by gas and electric utilities that are required to be rate-regulated shall require board approval.

14. *Water costs for fire protection in certain cities.*

a. *Application.* A city furnished water by a public utility subject to rate regulation may apply to the board for inclusion of all or a part of the costs of fire hydrants or other improvements, maintenance, and operations for the purpose of providing adequate water production, storage, and distribution for public fire protection in the rates or charges assessed to consumers covered by the applicant's fire protection service. The application shall be made in a form and manner approved by or as directed by the board. The applicant shall provide such additional information as the board may require to consider the application.

b. *Review.* The board shall review the application, and may in its discretion consider additional evidence, beyond that supplied in the application or provided by the applicant in response to a request for additional information pursuant to paragraph "a", including but not limited to soliciting oral or written testimony from other interested parties.

c. *Notice.* Written notice of a proposed rate increase shall be provided by the public utility pursuant to [subsection 2](#), except that notice shall be provided within ninety days of the date of application. Costs of the notice shall be paid for by the applicant.

d. *Conditions for approval.* As a condition to approving an application to include water-related fire protection costs in the utility's rates or charges, the board shall make an affirmative determination that the following conditions will be met:

(1) That the service area currently charged for fire protection, either directly or indirectly, is substantially the same service area containing those persons who will pay for water-related fire protection through inclusion of such costs within the utility's rates or charges.

(2) That the inclusion of such costs within the utility's rates or charges will not cause substantial inequities among the utility's customers.

(3) That all or a portion of the costs sought to be included in the utility's rates or charges by the applicant are reasonable in the circumstances, and limited to the purposes specified in paragraph "a".

(4) That written notice has been provided pursuant to paragraph "c" and that the costs of the notice have been paid by the applicant.

e. *Inclusion within rates or charges.* If the board affirmatively determines that the conditions of paragraph "d" are or will be satisfied, the board shall include the reasonable costs in the rates or charges assessed to consumers covered by the applicant's fire protection service.

f. *Written order.* The board shall issue a written order within six months of the date of application. The written order shall include a recitation of the facts found pursuant to consideration of the application.

15. *Energy efficiency implementation, cost review, and cost recovery.*

a. (1) (a) Electric utilities required to be rate-regulated under [this chapter](#) shall file five-year energy efficiency plans and demand response plans with the board. Gas utilities required to be rate-regulated under [this chapter](#) shall file five-year energy efficiency plans with the board. An energy efficiency plan and budget or a demand response plan and budget shall include a range of energy efficiency or demand response programs, tailored to the needs of all customer classes, including residential, commercial, and industrial customers, for energy efficiency opportunities. The plans shall include programs for qualified low-income persons including a cooperative program with any community action agency within

the utility's service area to implement countywide or communitywide energy efficiency programs for qualified low-income persons. Rate-regulated gas and electric utilities shall utilize Iowa agencies and Iowa contractors to the maximum extent cost-effective in their energy efficiency plans or demand response plans filed with the board.

(b) The board shall allow a customer of an electric utility that is required to be rate-regulated to request an exemption from participation in any five-year energy efficiency plan offered by an electric utility if the energy efficiency plan and demand response plan, at the time of approval by the board, have a cumulative rate-payer impact test result of less than one. Upon receipt of a request for exemption submitted by a customer, the electric utility shall grant the exemption and, beginning January 1 of the following year, the customer shall no longer be assessed the costs of the plan and shall be prohibited from participating in any program included in such plan until the exemption no longer applies, as determined by the board.

(2) Gas and electric utilities required to be rate-regulated under [this chapter](#) may request an energy efficiency plan or demand response plan modification during the course of a five-year plan. A modification may be requested due to changes in funding as a result of public utility customers requesting exemptions from the plan or for any other reason identified by the gas or electric utility. The board shall take action on a modification request made by a gas or electric utility within ninety days after the modification request is filed. If the board fails to take action within ninety days after a modification request is filed, the modification request shall be deemed approved.

(3) The board shall adopt rules pursuant to [chapter 17A](#) establishing reasonable processes and procedures for utility customers from any customer class to request exemptions from energy efficiency plans that meet the requirements of subparagraph (1), subparagraph division (b). The rules adopted by the board shall only apply to electric utilities that are required to be rate-regulated.

b. A gas and electric utility required to be rate-regulated under [this chapter](#) shall assess potential energy and capacity savings available from actual and projected customer usage by applying commercially available technology and improved operating practices to energy-using equipment and buildings. The utility shall submit the assessment to the board. Upon receipt of the assessment, the board shall consult with the economic development authority to develop specific capacity and energy savings performance standards for each utility. The utility shall submit an energy efficiency plan which shall include economically achievable programs designed to attain these energy and capacity performance standards. The board shall periodically report the energy efficiency results including energy savings of each utility to the general assembly.

c. (1) The board shall conduct contested case proceedings for review of energy efficiency plans, demand response plans, and budgets filed by gas and electric utilities required to be rate-regulated under [this chapter](#).

(2) Notwithstanding the goals developed pursuant to paragraph "b", the board shall not require or allow a gas utility to adopt an energy efficiency plan that results in projected cumulative average annual costs that exceed one and one-half percent of the gas utility's expected annual Iowa retail rate revenue from retail customers in the state, shall not require or allow an electric utility to adopt an energy efficiency plan that results in projected cumulative average annual costs that exceed two percent of the electric utility's expected annual Iowa retail rate revenue from retail customers in the state, and shall not require or allow an electric utility to adopt a demand response plan that results in projected cumulative average annual costs that exceed two percent of the electric utility's expected annual Iowa retail rate revenue from retail customers in the state. For purposes of determining the two percent threshold amount, the board shall exclude from an electric utility's expected annual Iowa retail rate revenue the revenues expected from customers that have received exemptions from energy efficiency plans pursuant to paragraph "a". This subparagraph shall apply to energy efficiency plans and demand response plans that are effective on or after January 1, 2019.

(3) The board may approve, reject, or modify the plans and budgets. Notwithstanding the



provisions of [section 17A.19, subsection 5](#), in an application for judicial review of the board's decision concerning a utility's plan or budget, the reviewing court shall not order a stay.

(4) The board shall approve, reject, or modify a plan pursuant to [this subsection](#) no later than March 31, 2019. If the board fails to approve, reject, or modify a plan filed by a gas or electric utility on or before such date, any plan filed by the gas or electric utility that was approved by the board prior to May 4, 2018, shall be terminated. The board shall not require or allow a gas or electric utility to implement an energy efficiency plan or demand response plan that does not meet the requirements of [this subsection](#).

(5) Whenever a request to modify an approved plan or budget is filed subsequently by a gas or electric utility required to be rate-regulated under [this chapter](#), the board shall promptly initiate a formal proceeding if the board determines that any reasonable ground exists for investigating the request. The formal proceeding may be initiated at any time by the board on its own motion. Implementation of board-approved plans or budgets shall be considered continuous in nature and shall be subject to investigation at any time by the board or the office of the consumer advocate.

d. Notice to customers of a contested case proceeding for review of energy efficiency plans, demand response plans, and budgets shall be in a manner prescribed by the board.

e. (1) A gas or electric utility required to be rate-regulated under [this chapter](#) may recover, through an automatic adjustment mechanism filed pursuant to [subsection 8](#), over a period not to exceed the term of the plan, the costs of an energy efficiency plan or demand response plan approved by the board in a contested case proceeding conducted pursuant to paragraph "c". Customers that have been granted exemptions from energy efficiency plans pursuant to paragraph "a", shall not be charged for recovery of energy efficiency costs beginning January 1 of the year following the year in which the customer was granted the exemption.

(2) The board shall periodically conduct a contested case proceeding to evaluate the reasonableness and prudence of the utility's implementation of an approved energy efficiency or demand response plan and budget. If a utility is not taking all reasonable actions to cost-effectively implement an approved plan, the board shall not allow the utility to recover from customers costs in excess of those costs that would be incurred under reasonable and prudent implementation and shall not allow the utility to recover future costs at a level other than what the board determines to be reasonable and prudent. If the result of a contested case proceeding is a judgment against a utility, that utility's future level of cost recovery shall be reduced by the amount by which the programs were found to be imprudently conducted. Beginning January 1, 2019, a gas or electric utility shall represent energy efficiency and demand response in customer billings as a separate cost or expense.

f. A rate-regulated utility required to submit an energy efficiency plan under [this subsection](#) shall, upon the request of a state agency or political subdivision to which it provides service, provide advice and assistance regarding measures which the state agency or political subdivision might take in achieving improved energy efficiency results. The cooperation shall include assistance in accessing financial assistance for energy efficiency measures.

16. *Filing of forecasts.* The board shall periodically require each rate-regulated gas or electric public utility to file a forecast of future gas requirements or electric generating needs and the board shall evaluate the forecast. The forecast shall include but is not limited to a forecast of the requirements of its customers, its anticipated sources of supply, and its anticipated means of addressing the forecasted gas requirements or electric generating needs.

17. *Allocation of replacement tax costs.*

a. The costs of the replacement tax imposed pursuant to [chapter 437A](#) or [437B](#) shall be reflected in the charges of utilities subject to rate regulation, in lieu of the utilities' costs of property taxes. The imposition of the replacement taxes pursuant to [chapter 437A](#) is not intended to initiate any change in the rates and charges for the sale of electricity, the sale of natural gas, or the transportation of natural gas that is subject to regulation by the board and in effect on January 1, 1999. The implementation and initial imposition of the replacement taxes pursuant to [chapter 437B](#) is not intended to result in an increase in the rates and charges for the sale of water that is subject to regulation by the board and in effect on January 1, 2013.

b. The cost of the replacement taxes imposed by [chapter 437A](#) or [437B](#) shall be allocated



among and within customer classes in a manner that will replicate the tax cost burden of the current property tax on individual customers to the maximum extent practicable.

c. Upon the restructuring of the electric industry in this state so that individual consumers are given the right to choose their electric suppliers, replacement tax costs shall be assigned to the service corresponding to the individual generation, transmission, and delivery taxes. In all other respects, the allocation of the replacement tax costs among and within the customer classes shall remain the same to the maximum extent practicable.

d. Notwithstanding [this subsection](#), the board may determine the amount of replacement tax properly included in retail rates subject to its jurisdiction. The board may determine whether the base rates or some other form of rate is most appropriate for recovery of the costs of the replacement tax, subject to the requirement that utility rates be reasonable and just. The board may also determine the appropriate allocation of the tax. Any significant modification to rate design relating to the replacement tax shall be made in a manner consistent with [this subsection](#) unless made in a contested case proceeding where the impact of such modification on competition and consumer costs is considered.

18. *Recovery of management costs.* A public utility which is assessed management costs by a local government pursuant to [chapter 480A](#) is entitled to recover those costs. If the public utility serves customers within the boundaries of the local government imposing the management costs, such costs shall be recovered exclusively from those customers.

19. *Electric power generating facility emissions.*

a. It is the intent of the general assembly that the state, through a collaborative effort involving state agencies and affected generation owners, provide for compatible statewide environmental and electric energy policies with respect to regulated emissions from rate-regulated electric power generating facilities in the state that are fueled by coal. Each rate-regulated public utility that is an owner of one or more electric power generating facilities fueled by coal and located in this state on July 1, 2001, shall develop a multiyear plan and budget for managing regulated emissions from its facilities in a cost-effective manner.

(1) The initial multiyear plan and budget shall be filed with the board by April 1, 2002. Updates to the plan and budget shall be filed at least every twenty-four months.

(2) Copies of the initial plan and budget, as well as any subsequent updates, shall be served on the department of natural resources.

(3) The initial multiyear plan and budget and any subsequent updates shall be considered in a contested case proceeding pursuant to [chapter 17A](#). The department of natural resources and the consumer advocate shall participate as parties to the proceeding.

(4) The department of natural resources shall state whether the plan or update meets applicable state environmental requirements for regulated emissions. If the plan does not meet these requirements, the department shall recommend amendments that outline actions necessary to bring the plan or update into compliance with the environmental requirements.

b. The board shall not approve a plan or update that does not meet applicable state environmental requirements and federal ambient air quality standards for regulated emissions from electric power generating facilities located in the state.

c. The board shall review the plan or update and the associated budget, and shall approve the plan or update and the associated budget if the plan or update and the associated budget are reasonably expected to achieve cost-effective compliance with applicable state environmental requirements and federal ambient air quality standards. In reaching its decision, the board shall consider whether the plan or update and the associated budget reasonably balance costs, environmental requirements, economic development potential, and the reliability of the electric generation and transmission system.

d. The board shall issue an order approving or rejecting a plan, update, or budget within one hundred eighty days after the public utility's filing is deemed complete; however, upon good cause shown, the board may extend the time for issuing the order as follows:

(1) The board may grant an extension of thirty days.

(2) The board may grant more than one extension, but each extension must rely upon a separate showing of good cause.

(3) A subsequent extension must not be granted any earlier than five days prior to the expiration of the original one-hundred-eighty-day period, or the current extension.

e. The reasonable costs incurred by a rate-regulated public utility in preparing and filing the plan, update, or budget and in participating in the proceedings before the board and the reasonable costs associated with implementing the plan, update, or budget shall be included in its regulated retail rates.

f. It is the intent of the general assembly that the board, in an environmental plan, update, or associated budget filed under [this section](#) by a rate-regulated public utility, may limit investments or expenditures that are proposed to be undertaken prior to the time that the environmental benefit to be produced by the investment or expenditure would be required by state or federal law.

20. *Preapproval of cost recovery for natural gas extensions — rules.* The board may adopt rules which provide for a preapproval process for cost recovery for natural gas extensions.

21. *Federal tax reduction — customer benefits.* Customers of gas and electric utilities subject to rate regulation by the board shall receive the full benefits of the utilities' reduced federal corporate income taxes as provided in the federal Tax Cuts and Jobs Act of 2017, Pub. L. No. 115-97, 131 Stat. 2054. Notwithstanding any other provision of law or rule to the contrary, the board shall, no later than June 1, 2018, approve any proposal filed by a rate-regulated gas or electric utility to pass such benefits on to customers. The board may approve rates with provision for adjustments to ensure that the rates are accurate and that customers receive the full benefits.

[C66, 71, 73, 75, §490A.6; C77, 79, 81, §476.6; 81 Acts, ch 156, §6, 9, ch 157, §1 – 3; 82 Acts, ch 1100, §23]

83 Acts, ch 127, §19 – 26, 51; 84 Acts, ch 1023, §1; 87 Acts, ch 21, §2; 89 Acts, ch 58, §1; 89 Acts, ch 148, §1; 89 Acts, ch 321, §29; 90 Acts, ch 1103, §1; 90 Acts, ch 1252, §23 – 27; 91 Acts, ch 253, §22; 93 Acts, ch 68, §1; 96 Acts, ch 1196, §8, 9; 98 Acts, ch 1013, §1; 98 Acts, ch 1148, §2, 9; 98 Acts, ch 1194, §37, 40; 2001 Acts, 1st Ex, ch 4, §10, 36; 2002 Acts, ch 1162, §70, 71; 2003 Acts, ch 126, §2, 3; 2003 Acts, ch 145, §286; 2004 Acts, ch 1006, §1; 2006 Acts, ch 1030, §51; 2007 Acts, ch 168, §16, 18; 2008 Acts, ch 1133, §4, 5, 9; 2009 Acts, ch 108, §38, 41; 2009 Acts, ch 133, §158; 2010 Acts, ch 1176, §1, 3; 2011 Acts, ch 118, §50, 89; 2013 Acts, ch 30, §112; 2013 Acts, ch 94, §33, 35, 36; 2014 Acts, ch 1099, §6; 2017 Acts, ch 9, §1, 2; 2017 Acts, ch 21, §3, 4; 2018 Acts, ch 1135, §8 – 14, 20; 2018 Acts, ch 1160, §9, 10; 2019 Acts, ch 89, §39; 2020 Acts, ch 1063, §264

Referred to in §34A.7, 476.1C, 476.2, 476.10, 476.10A, 476.23, 476.33, 476.49, 476.52, 476.53

#### **476.6A Alternate energy production facilities — notification requirements.**

1. On and after January 1, 2013, the owner of an alternate energy production facility, as defined in [section 476.42](#), which when constructed or installed will be attached to an electric transmission or distribution line or attached to equipment which is attached to an electric transmission or distribution line, who has not entered into a power purchase agreement with a public utility, shall be subject to the notification requirements of [subsection 2](#).

2. No later than thirty days prior to commencement of the construction or installation of an alternate energy production facility as described in [subsection 1](#), the owner of the facility shall provide written notice to the public utility within whose service territory the facility is to be located of the owner's intent to construct or install the facility, the type of facility to be constructed or installed, and the date that the facility is anticipated to commence operation.

2012 Acts, ch 1027, §1

#### **476.7 Application by utility for review.**

If there shall be filed with the board by any public utility an application requesting the board to determine the reasonableness of the utility's rates, charges, schedules, service or regulations, the board shall promptly initiate a formal proceeding. Such a formal proceeding may be initiated at any time by the board on its own motion. Whenever such a proceeding has been initiated upon application or motion, the board shall set the case for hearing and give such notice thereof as it deems appropriate. Whenever the board, after a hearing held after reasonable notice, finds any public utility's rates, charges, schedules, service or regulations are unjust, unreasonable, insufficient, discriminatory or otherwise in violation of any

provision of law, the board shall determine just, reasonable, sufficient and nondiscriminatory rates, charges, schedules, service or regulations to be thereafter observed and enforced.

[C66, 71, 73, 75, §490A.7; C77, 79, 81, §476.7]

#### **476.8 Utility charges and service.**

1. Every public utility is required to furnish reasonably adequate service and facilities. “Reasonably adequate service and facilities” for public utilities furnishing gas or electricity includes programs for customers to encourage the use of energy efficiency and renewable energy sources. The charge made by any public utility for any heat, light, gas, energy efficiency and renewable energy programs, water or power produced, transmitted, delivered or furnished, sanitary sewage or storm water collected and treated, or communications services, or for any service rendered or to be rendered in connection therewith shall be reasonable and just, and every unjust or unreasonable charge for such service is prohibited and declared unlawful. In determining reasonable and just rates, the board shall consider all factors relating to value and shall not be bound by rate base decisions or rulings made prior to the adoption of [this chapter](#).

2. The board, in determining the value of materials or services to be included in valuations or costs of operations for rate-making purposes, may disallow any unreasonable profit made in the sale of materials to or services supplied for any public utility by any firm or corporation owned or controlled directly or indirectly by such utility or any affiliate, subsidiary, parent company, associate or any corporation whose controlling stockholders are also controlling stockholders of such utility. The burden of proof shall be on the public utility to prove that no unreasonable profit is made.

[C66, 71, 73, 75, §490A.8; C77, 79, 81, §476.8]

[83 Acts, ch 127, §27](#); [90 Acts, ch 1252, §28](#); [2016 Acts, ch 1013, §3](#)

Referred to in [§476.2](#)

#### **476.9 Accounts rendered to board.**

1. Every public utility, except telecommunications service providers registered pursuant to [section 476.95A](#), shall keep and render to the board in the manner and form prescribed by the board uniform accounts of all business transacted.

2. Every public utility engaged directly or indirectly in any other business than that of the production, transmission, or furnishing of heat, light, water, power, or the collection and treatment of sanitary sewage or storm water for the public shall, if required by the board, keep and render separately to the board in like manner and form the accounts of all such other business, in which case all the provisions of [this chapter](#) shall apply to the books, accounts, papers and records of such other business and all profits and losses may be taken into consideration by the board if deemed relevant to the general fiscal condition of the public utility.

3. Every public utility, except telecommunications service providers registered pursuant to [section 476.95A](#), is required to keep and render its books, accounts, papers and records accurately and faithfully in the manner and form prescribed by the board, and to comply with all directions of the board relating to such books, accounts, papers and records.

4. The board shall consult with other state and federal regulatory bodies for the purpose of eliminating accounting discrepancies with regard to the keeping of public utility accounts before prescribing any system of accounts to be kept by the public utility.

[C66, 71, 73, 75, §490A.9; C77, 79, 81, §476.9]

[2016 Acts, ch 1013, §4](#); [2018 Acts, ch 1160, §11](#)

#### **476.10 Investigations — expense — appropriation.**

1. *a.* In order to carry out the duties imposed upon it by law, the board may, at its discretion, allocate and charge directly the expenses attributable to its duties to the person bringing a proceeding before the board, to persons participating in matters before the board, or to persons subject to inspection by the board. The board shall ascertain the certified expenses incurred and directly chargeable by the consumer advocate division of the department of justice in the performance of its duties. The board and the consumer

advocate separately may decide not to charge expenses to persons who, without expanding the scope of the proceeding or matter, intervene in good faith in a board proceeding initiated by a person subject to the board's jurisdiction, the consumer advocate, or the board on its own motion. For assessments in any proceedings or matters before the board, the board and the consumer advocate separately may consider the financial resources of the person, the impact of assessment on participation by intervenors, the nature of the proceeding or matter, and the contribution of a person's participation to the public interest. The board may present a bill for expenses under [this subsection](#) to the person, either at the conclusion of a proceeding or matter, or from time to time during its progress. Presentation of a bill for expenses under [this subsection](#) constitutes notice of direct assessment and request for payment in accordance with [this section](#).

b. The board shall ascertain the total of the division's expenses incurred during each fiscal year in the performance of its duties under law. The board shall add to the total of the division's expenses the certified expenses of the consumer advocate as provided under [section 475A.6](#). The board shall deduct all amounts charged directly to any person from the total expenses of the board and the consumer advocate. The board may assess the amount remaining after the deduction to all persons providing service over which the board has jurisdiction in proportion to the respective gross operating revenues of such persons from intrastate operations during the last calendar year over which the board has jurisdiction. For purposes of determining gross operating revenues under [this section](#), the board shall not include gross receipts received by a cooperative corporation or association for wholesale transactions with members of the cooperative corporation or association, provided that the members are subject to assessment by the board based upon the members' gross operating revenues, or provided that such a member is an association whose members are subject to assessment by the board based upon the members' gross operating revenues. If any portion of the remainder can be identified with a specific type of utility service, the board shall assess those expenses only to the entities providing that type of service over which the board has jurisdiction. The board may make the remainder assessments under this paragraph to some or all persons providing service over which the board has jurisdiction, based upon estimates of the expenditures for the fiscal year for the utilities division and the consumer advocate. Not more than ninety days following the close of the fiscal year, the utilities division shall conform the amount of the prior fiscal year's assessments to the requirements of this paragraph. For gas and electric public utilities exempted from rate regulation pursuant to [this chapter](#), and for providers of telecommunications service required to register with the board pursuant to [section 476.95A](#) that are exempted from rate regulation pursuant to [this chapter](#), the remainder assessments under this paragraph shall be computed at one-half the rate used in computing the assessment for other persons.

2. a. A person subject to a charge or assessment shall pay the division the amount charged or assessed against the person within thirty days from the time the division provides notice to the person of the amount due, unless the person files an objection in writing with the board setting out the grounds upon which the person claims that such charge or assessment is excessive, unreasonable, erroneous, unlawful, or invalid. Upon receipt of an objection, the board shall set the matter for hearing and issue its order in accordance with its findings in the proceeding.

b. The order shall be subject to review in the manner provided in [this chapter](#). All amounts collected by the division pursuant to the provisions of [this section](#) shall be deposited with the treasurer of state and credited to the department of commerce revolving fund created in [section 546.12](#). Such amounts shall be spent in accordance with the provisions of [chapter 8](#).

3. Whenever the board shall deem it necessary in order to carry out the duties imposed upon it in connection with rate regulation under [section 476.6](#), investigations under [section 476.3](#), or review proceedings under [section 476.31](#), the board may employ additional temporary or permanent staff, or may contract with persons who are not state employees for engineering, accounting, or other professional services, or both. The costs of these additional employees and contract services shall be paid by the public utility whose rates are being reviewed in the same manner as other expenses are paid under [this section](#). Beginning on July 1, 1991, there is appropriated out of any funds in the state treasury not otherwise

appropriated, such sums as may be necessary to enable the board to hire additional staff and contract for services under [this section](#). The board shall increase quarterly assessments specified in [subsection 1](#), paragraph “b”, by amounts necessary to enable the board to hire additional staff and contract for services under [this section](#). The authority to hire additional temporary or permanent staff that is granted to the board by [this section](#) shall not be subject to limitation by any administrative or executive order or decision that restricts the number of state employees or the filling of employee vacancies, and shall not be subject to limitation by any law of this state that restricts the number of state employees or the filling of employee vacancies unless that law is made applicable to [this section](#) by express reference to [this section](#). Before the board expends or encumbers an amount in excess of the funds budgeted for rate regulation and before the board increases quarterly assessments pursuant to [this subsection](#), the director of the department of management shall approve the expenditure or encumbrance. Before approval is given, the director of the department of management shall determine that the expenses exceed the funds budgeted by the general assembly to the board for rate regulation and that the board does not have other funds from which the expenses can be paid. Upon approval of the director of the department of management the board may expend and encumber funds for the excess expenses, and increase quarterly assessments to raise the additional funds. The board and the office of consumer advocate may add additional personnel or contract for additional assistance to review and evaluate energy efficiency plans and the implementation of energy efficiency programs including, but not limited to, professionally trained engineers, accountants, attorneys, skilled examiners and inspectors, and secretaries and clerks. The board and the office of consumer advocate may also contract for additional assistance in the evaluation and implementation of issues relating to telecommunication competition. The board and the office of the consumer advocate may expend additional sums beyond those sums appropriated. However, the authority to add additional personnel or contract for additional assistance must first be approved by the department of management. The additional sums for energy efficiency shall be provided to the board and the office of the consumer advocate by the utilities subject to the energy efficiency requirements in [this chapter](#). Telephone companies shall pay any additional sums needed for assistance with telecommunication competition issues. The assessments shall be in addition to and separate from the quarterly assessment.

4. a. Fees paid to the utilities division shall be deposited in the department of commerce revolving fund created in [section 546.12](#). These funds shall be used for the payment, upon appropriation by the general assembly, of the expenses of the utilities division and the consumer advocate division of the department of justice.

b. The administrator and consumer advocate shall account for receipts and disbursements according to the separate duties imposed upon the utilities and consumer advocate divisions by the laws of this state and each separate duty shall be fiscally self-sustaining.

c. All fees and other moneys collected under [this section](#) and [sections 478.4](#), [479.16](#), and [479A.9](#) shall be deposited into the department of commerce revolving fund created in [section 546.12](#) and expenses required to be paid under [this section](#) shall be paid from funds appropriated for those purposes.

[C66, 71, 73, 75, §490A.10; C77, 79, 81, §476.10; 81 Acts, ch 156, §7, ch 158, §1]

83 Acts, ch 127, §28; 86 Acts, ch 1246, §613, 614; 89 Acts, ch 103, §1; 89 Acts, ch 296, §72; 89 Acts, ch 321, §30; 90 Acts, ch 1247, §11; 90 Acts, ch 1252, §29; 91 Acts, ch 260, §1236, 1237; 93 Acts, ch 131, §20, 21; 94 Acts, ch 1107, §80; 95 Acts, ch 199, §3; 2001 Acts, ch 9, §1, 3; 2009 Acts, ch 181, §45 – 47; 2018 Acts, ch 1160, §12; 2021 Acts, ch 75, §2

Referred to in §12.91, 475A.6, 476.1A, 476.1B, 476.1C, 476.10A, 476.10B, 476.53, 476.87, 476.95, 476.95B, 477A.3, 477C.3, 478.4, 479.14, 479.16, 479A.7, 479A.9

Subsection 1, paragraph b amended

#### **476.10A Funding for Iowa energy center and center for global and regional environmental research.**

1. a. The board shall direct all gas and electric utilities to remit to the treasurer of state one-tenth of one percent of the total gross operating revenues during the last calendar year derived from their intrastate public utility operations. The board shall by rule provide a schedule for remittances.



b. The amounts collected pursuant to [this section](#) shall be in addition to the amounts permitted to be assessed pursuant to [section 476.10](#). The board shall allow inclusion of these amounts in the budgets approved by the board pursuant to [section 476.6, subsection 15, paragraph “c”](#).

c. (1) Of eighty-five percent of the remittances collected pursuant to [this section](#), the following shall occur:

(a) For the fiscal year beginning July 1, 2018, such remittances are appropriated to the Iowa energy center created in [section 15.120](#).

(b) For the fiscal year beginning July 1, 2019, the first one million two hundred eighty-thousand dollars of such remittances shall be transferred to the general fund of the state, and the remaining amount is appropriated to the Iowa energy center created in [section 15.120](#).

(c) For the fiscal year beginning July 1, 2020, the first two million nine hundred ten thousand dollars of such remittances shall be transferred to the general fund of the state, and the remaining amount is appropriated to the Iowa energy center created in [section 15.120](#).

(d) For the fiscal year beginning July 1, 2021, the first three million five hundred thirty thousand dollars of such remittances shall be transferred to the general fund of the state, and the remaining amount is appropriated to the Iowa energy center created in [section 15.120](#).

(2) Fifteen percent of the remittances collected pursuant to [this section](#) is appropriated to the center for global and regional environmental research established by the state board of regents.

2. Notwithstanding [section 8.33](#), any unexpended moneys remitted to the treasurer of state under [this section](#) shall be retained for the purposes designated.

3. The Iowa energy center and the center for global and regional environmental research shall each provide a written annual report to the utilities board that describes each center’s activities and the results that each center has accomplished. Each report shall include an explanation of initiatives and projects of importance to the state of Iowa.

4. [This section](#) is repealed July 1, 2022.

[90 Acts, ch 1252, §30; 91 Acts, ch 253, §23; 96 Acts, ch 1196, §10; 2002 Acts, ch 1109, §3; 2017 Acts, ch 169, §40, 41, 49; 2018 Acts, ch 1172, §91; 2021 Acts, ch 177, §30](#)

Referred to in [§15.120](#)  
Subsection 2 amended

#### **476.10B Energy-efficient building.**

1. For the purposes of [this section](#), “*building project expenses*” means expenses that have been approved by the utilities board for the building and related improvements and furnishings developed under [this section](#) and that are considered part of the regulatory expenses charged by the utilities board and the consumer advocate division of the department of justice for carrying out duties under [section 476.10](#).

2. The department of administrative services, in consultation with the board and the consumer advocate division of the department of justice, shall provide for the construction of a building to house the board and the division. A building developed under [this subsection](#) shall be a model energy-efficient building that may be used as a public example for similar efforts. The building shall comply with the life cycle cost provisions developed pursuant to [section 72.5](#). The building shall be located on the capitol complex grounds or at another convenient location in the vicinity of the capitol complex grounds.

3. Building project expenses shall include but are not limited to the costs associated with construction, maintenance, and operation of the building that are approved by the board and shall also include principal of, premium, if any, and interest on indebtedness to finance the building.

4. The department of administrative services’ costs associated with construction, maintenance, and operation of the building as provided under [chapter 8A](#) are building project expenses.

5. A cost-effective approach for financing construction of the building shall be utilized, which may include but is not limited to lease, lease-purchase, bonding, or installment acquisition arrangement, or a financing arrangement under [section 12.28](#). If financing for



the building is implemented under [section 12.28](#), the limitation on principal under that section does not apply. [This subsection](#) is not a qualification of any other powers which the board and the division may possess and the authorizations and powers granted under [this subsection](#) are not subject to the terms, requirements, or limitations of any other provisions of law. The department of administrative services must comply with the provisions of [section 12.28](#) when entering into financing agreements for the purchase of real or personal property.

6. a. If financing for the building is implemented through bonding, the provisions of [section 12.91](#) shall apply. In order to assure maintenance of the bond reserve funds established in connection with the financing, the treasurer of state shall, on or before January 1 of each calendar year, make and deliver to the governor the treasurer's certificate stating the sum, if any, required to restore each bond reserve fund to the bond reserve fund requirement for that fund.

b. Within thirty days after the beginning of the session of the general assembly next following the delivery of the certificate, the governor shall submit to both houses of the general assembly printed copies of a budget including the sum, if any, required to restore each bond reserve fund to the bond reserve fund requirement for that fund. Any sums appropriated by the general assembly and paid to the treasurer of state shall be deposited by the treasurer of state in the applicable bond reserve fund.

7. The department of administrative services, in consultation with the board and the division, shall secure architectural services, contract for construction, engineering, and construction oversight and management, and control the funding associated with the building construction and the building's operation and maintenance. The department of administrative services may utilize consultants or other expert assistance to address feasibility, planning, or other considerations connected with construction of the building or decision making regarding the building. The department of administrative services, on behalf of the board and division, shall consult with the office of the governor, appropriate legislative bodies, and the capitol planning commission.

[2006 Acts, ch 1179, §73](#)

Referred to in [§12.91](#)

**476.11 Telephone toll connections.** Repealed by 2018 Acts, ch 1160, §32.

**476.12 Rehearings before board.**

Notwithstanding the Iowa administrative procedure Act, [chapter 17A](#), any party, as defined in the rules and regulations promulgated by the board as provided in [section 476.2](#), to a contested case before the board may within twenty days after the issuance of the final decision apply for a rehearing. The board shall either grant or refuse an application for rehearing within thirty days after the filing of the application, or may after giving the interested parties notice and opportunity to be heard and after consideration of all the facts, including those arising since the making of the order, abrogate or modify its order. A failure by the board to act upon the application for rehearing within the above period shall be deemed a refusal of the application. Neither the filing of an application for rehearing nor the granting of the application shall stay the effectiveness of an order unless the board so directs.

[C66, 71, 73, 75, §490A.12; C77, 79, 81, §476.12]

[88 Acts, ch 1100, §2; 2003 Acts, ch 44, §114](#)

Referred to in [§478.32, 479.32, 479B.22](#)

**476.13 Judicial review.**

1. Notwithstanding the Iowa administrative procedure Act, [chapter 17A](#), the district court for Polk county or for the county in which a public utility maintains its principal place of business has exclusive venue for the judicial review under [chapter 17A](#) of actions of the board pursuant to rate-regulatory powers over that public utility.

2. Upon the filing of a petition for judicial review in an action referred to in [subsection 1](#), the clerk of the district court shall notify the chief justice of the supreme court for purposes of assignment of a district judge under [section 602.1212](#). The judicial review proceeding shall be heard by the district judge appointed by the supreme court under [section 602.1212](#), but in the county of venue under [subsection 1](#).

3. Notwithstanding the Iowa administrative procedure Act, [chapter 17A](#), if a public utility seeks judicial review of an order approving rates for the public utility, the level of rates that may be collected, under bond and subject to refund, while the appeal is pending shall be limited to the level of the temporary rates set by the board, or the level of the final rates set by the board, whichever is greater. During the period the judicial review proceeding is pending, the board shall retain jurisdiction to determine the rate of interest to be paid on any refunds eventually required on rates collected during judicial review.

[C66, 71, 73, 75, §490A.13; C77, 79, 81, §476.13]

[83 Acts, ch 127, §29](#); [2003 Acts, ch 44, §114](#)

Referred to in [§602.1212](#)

#### **476.14 Violations stopped.**

Whenever the board shall be of the opinion that any public utility or any other person is violating [this chapter](#) or any order of the board, the board may commence an action in the district court for the county in which such violation is alleged to have occurred, to have such violation stopped and prevented by injunction, mandamus or other appropriate remedy.

[C66, 71, 73, 75, §490A.20; C77, 79, 81, §476.14]

#### **476.15 Extent of jurisdiction.**

The jurisdiction and powers of the board shall extend as provided in [this chapter](#) to the utility business of public utilities operating within this state to the full extent permitted by the Constitution and laws of the United States.

[C66, 71, 73, 75, §490A.21; C77, 79, 81, §476.15]

[2019 Acts, ch 59, §171](#)

#### **476.16 Annual report.**

The board shall include in its annual report required under [sections 7A.1](#) and [7A.10](#) among other matters, to the extent such regulation is conferred upon the board by [this chapter](#), the following:

1. A complete financial report of receipts and expenditures, including list of public utilities and separately the amount of total fees and assessments paid by each.

2. A list of the applications, subject and disposition of each docket number under [this chapter](#), including board fees for such docket assessed by the board.

[C66, 71, 73, 75, §490A.22; C77, 79, 81, §476.16]

#### **476.17 Peak-load energy conservation.**

1. The board may promulgate rules pursuant to [chapter 17A](#) which require or authorize a public utility to establish peak-load management procedures.

2. Rules of the board shall relate to reducing or limiting the peak-load period consumption.

3. In promulgating rules under [this section](#), the board is not bound by decisions, rulings or orders which relate to the definitions of types or classes of customers and which were issued by the Iowa state commerce commission prior to July 1, 1980.

[C81, §476.17]

#### **476.18 Impermissible charges.**

1. Public utilities subject to rate regulation are prohibited from including either directly or indirectly in their charges or rates to customers the costs of lobbying.

2. Legal costs and attorney fees incurred by a public utility subject to rate regulation in an appeal in state or federal court involving the validity of any action of the board shall not be included either directly or indirectly in the public utility's charges or rates to customers except to the extent that recovery of legal costs and attorney fees is allowed by the board. The board shall allow a public utility to recover reasonable legal costs and attorney fees incurred in the appeal. The board may consider the degree of success of the legal arguments of the public utility in determining the reasonable legal costs and attorney fees to be allowed.

3. a. Public utilities subject to rate regulation are prohibited from including either directly or indirectly in their charges or rates to customers the costs of advertising other than

advertising which is required by the board or by other state or federal regulation. However, [this subsection](#) does not apply to a utility's advertising which is deemed by the board to be necessary for the utility's customers and which is approved by the board.

b. Every ad which is published, broadcast, or otherwise displayed or disseminated to the public by a public utility which is to be charged to the customers of the public utility and which is not required by the board or by other state or federal regulation shall include a statement in the ad that the costs of the ad are being charged to the customers of the public utility. This paragraph does not apply to a utility's product or service that is or becomes subject to competition as determined by the board.

4. [This section](#) does not apply to a rural electric cooperative.

[83 Acts, ch 127, §30; 84 Acts, ch 1225, §1; 2011 Acts, ch 25, §143](#)

#### **476.19 Construction of statutes.**

Nothing contained in [this chapter](#) shall be construed to invalidate any proceedings under statutes existing prior to the enactment of [this chapter](#); nor shall any action, litigation or appeal pending prior to the effective date of rate regulation of [this chapter](#) be affected.

[C66, 71, 73, 75, §490A.25; C77, 79, 81, §476.19]

[2019 Acts, ch 59, §172](#)

Chapter enacted in 1963 Acts, ch 286

#### **476.20 Disconnection limited — notice — moratorium — deposits.**

1. a. A utility shall not, except in cases of emergency, discontinue, reduce, or impair service to a community, or a part of a community, except for nonpayment of account or violation of rules and regulations, unless and until permission to do so is obtained from the board.

b. (1) A public utility described in [section 476.1, subsection 3](#), paragraph "c", may enter into an agreement with the governing body of a city utility, combined city utility, city enterprise, or combined city enterprise to discontinue water service to a property or premises if an account owed the city utility, city enterprise, or combined city utility or city enterprise for wastewater service or services of sewer systems, storm water drainage systems, or sewage treatment provided to that customer's property or premises becomes delinquent pursuant to [section 384.84, subsection 3](#). An agreement entered into under this paragraph shall not negate any obligations of a city utility, combined city utility, city enterprise, or combined city enterprise under [section 384.84](#).

(2) A public utility that has entered into an agreement under this paragraph shall not be liable for damages related to the discontinuance of water service under this paragraph. The customer shall be responsible for all costs associated with discontinuing and reestablishing water service disconnected pursuant to this paragraph.

(3) The board shall adopt rules for the discontinuance of water service under this paragraph. A public utility shall only discontinue water service under this paragraph in accordance with the rules adopted pursuant to this subparagraph.

2. The board shall establish rules requiring a regulated public utility furnishing gas or electricity to include in the utility's notice of pending disconnection of service a written statement advising the customer that the customer may be eligible to participate in the low income home energy assistance program or weatherization assistance program administered by the division of community action agencies of the department of human rights. The written statement shall list the address and telephone number of the local agency which is administering the customer's low income home energy assistance program and the weatherization assistance program. The written statement shall also state that the customer is advised to contact the public utility to settle any of the customer's complaints with the public utility, but if a complaint is not settled to the customer's satisfaction, the customer may file the complaint with the board. The written statement shall include the address and phone number of the board. If the notice of pending disconnection of service applies to a residence, the written statement shall advise that the disconnection does not apply from November 1 through April 1 for a resident who is a "head of household", as defined in [section 422.4](#), and who has been certified to the public utility by the local agency

which is administering the low income home energy assistance program and weatherization assistance program as being eligible for either the low income home energy assistance program or weatherization assistance program, and that if such a resident resides within the serviced residence, the customer should promptly have the qualifying resident notify the local agency which is administering the low income home energy assistance program and weatherization assistance program. The board shall establish rules requiring that the written notice contain additional information as it deems necessary and appropriate.

3. a. The board shall establish rules which shall be uniform with respect to all public utilities furnishing gas or electricity relating to disconnection of service. This subsection applies both to regulated utilities and to municipally owned utilities and unincorporated villages which own their own distribution systems, and violations of this subsection subject the utilities to civil penalties under section 476.51.

b. A qualified applicant for the low income home energy assistance program or the weatherization assistance program who is also a “head of household”, as defined in section 422.4, subsection 7, shall be promptly certified by the local agency administering the applicant’s program to the applicant’s public utility that the resident is a “head of household” as defined in section 422.4, subsection 7, and is qualified for the low income home energy assistance program or weatherization assistance program. Notwithstanding subsection 1, a public utility furnishing gas or electricity shall not disconnect service from November 1 through April 1 to a residence which has a resident that has been certified under this paragraph.

c. The rules established by the board shall provide that a public utility furnishing gas or electricity shall not disconnect service to a residence in which one of the heads of household is a service member deployed for military service, as defined in section 29A.1, subsection 3, prior to a date ninety days after the end of the service member’s deployment, if the public utility is informed of the deployment.

4. A public utility which violates a provision of this section relating to the disconnection of service or which violates a rule of the board relating to disconnection of service is subject to civil penalties imposed by the board under section 476.51.

5. a. The board shall establish rules which shall be uniform with respect to all public utilities furnishing gas or electricity relating to deposits which may be required by the public utility for the initiation or reinstatement of service. This subsection shall not apply to municipally owned utilities, which shall be governed by the provisions of section 384.84 with respect to deposits and payment plans for delinquent amounts owed. Municipally owned utilities and electric utilities that are not required to be rate-regulated shall not be subject to the board’s rules in regards to deposits and payment plans for delinquent amounts owed and repayment of past due debt. Municipally owned utilities and electric utilities that are not required to be rate-regulated shall be subject to the board’s rules in regards to payment plans made prior to the disconnection of services.

(1) The deposit for a residential or commercial customer for a place which has previously received service shall not be greater than the highest billing of service for one month for the place in the previous twelve-month period.

(2) The deposit for a residential or a commercial customer for a place which has not previously received service or for an industrial customer shall be the customer’s projected one month’s usage for the place to be serviced as determined by the public utility according to rules established by the board.

b. This subsection does not prohibit a public utility from requiring payment of a customer’s past due account with the utility prior to reinstatement of service.

c. The rules shall allow a person other than the customer to pay the customer’s deposit. Upon termination of service to such a customer, the deposit plus accumulated interest less any unpaid utility bill of the customer, shall be reimbursed to the person who made the deposit.

6. [This section](#) shall not apply to telecommunications service providers registered pursuant to [section 476.95A](#).

[C66, 71, 73, 75, §490A.26; C77, 79, 81, §476.20]

[83 Acts, ch 127, §31](#); [84 Acts, ch 1131, §1](#); [84 Acts, ch 1273, §1](#); [2010 Acts, ch 1170, §4](#); [2011 Acts, ch 25, §143](#); [2011 Acts, ch 47, §9](#); [2014 Acts, ch 1085, §2](#); [2015 Acts, ch 30, §152](#); [2017 Acts, ch 62, §5](#); [2018 Acts, ch 1135, §15](#); [2018 Acts, ch 1160, §13](#)

Referred to in [§384.84, 476.1A, 476.1B, 476.1C](#)

#### **476.21 Discrimination prohibited.**

A corporation or cooperative association providing electrical or gas service shall not consider the use of renewable energy sources by a customer as a basis for establishing discriminatory rates or charges for any service or commodity sold to the customer or discontinue services or subject the customer to any other prejudice or disadvantage based on the customer's use or intended use of renewable energy sources. As used in [this section](#), "*renewable energy sources*" includes but is not limited to solar heating, wind power and the conversion of urban and agricultural organic wastes into methane gas and liquid fuels.

[C79, 81, §476.21]

[2018 Acts, ch 1135, §16](#)

Referred to in [§476.1A, 476.1C](#)

## SUBCHAPTER II

### ASSIGNED AREA OF SERVICE

#### **476.22 Definition.**

As used in [this subchapter](#), unless the context otherwise requires, "*electric utility*" includes a public utility furnishing electricity as defined in [section 476.1](#) and a city utility as defined in [section 390.1](#).

[C77, 79, 81, §476.22]

[2021 Acts, ch 80, §309](#)

Referred to in [§422.7\(57\)\(b\)](#), [476.1B](#)  
Section amended

#### **476.23 Electric service conflicts — certificates of authority.**

1. An electric utility shall not construct or extend facilities or furnish or offer to furnish electric service to the existing point of delivery of any customer already receiving electric service from another electric utility without having first filed with the board the express written agreement of the electric utility presently serving this customer, except as otherwise provided in [this section](#). Any municipal corporation, after being authorized by a vote of the people, or any electric utility may file a petition with the board requesting a certificate of authority to furnish electric service to the existing point of delivery of any customer already receiving electric service from another electric utility. If, after notice by the board to the electric utility currently serving the customer, objection to the petition is not filed and investigation is not deemed necessary, the board shall issue a certificate within thirty days of the filing of the petition. When an objection is filed, if the board, after notice and opportunity for hearing, determines that service to the customer by the petitioner is in the public interest, including consideration of any unnecessary duplication of facilities, it shall grant this certificate in whole or in part, upon such terms, conditions, and restrictions as may be justified. Whether or not an objection is filed, any certificate issued shall require that the petitioner pay to the electric utility presently serving the customer, the reasonable price for facilities serving the customer. This price determination by the board shall include due consideration of the cost of the facilities being acquired; any necessary generating capacity and transmission capacity dedicated to the customer, including, but not limited to, electric power generating facilities and alternate energy production facilities not yet in service but for which the board has issued an order pursuant to [section 476.53](#), and electric power generating facility emissions plan budgets approved by the board pursuant to [section](#)



476.6, subsection 19; depreciation; loss of revenue; and the cost of facilities necessary to reintegrate the system of the utility after detaching the portion sold.

2. An electric utility shall not construct or extend facilities or furnish electric service to a prospective customer not presently being served, unless its existing service facilities are nearer the proposed point of delivery than the service facilities of any other utility. However, an electric utility may extend electric service and transmission lines if the electric utility closest to the delivery point consents to this extension in writing and a copy of the agreement is filed with the board or, if the board, after notice and opportunity for hearing and after giving due consideration to the prevention of unnecessary duplication of facilities, finds that service from an electric utility, other than the closest utility, is in the public interest. This subsection shall not apply if the prospective customers are within an exclusive service area assigned to an electric utility as provided in this subchapter.

3. Notwithstanding subsections 1 and 2 of this section, any electric utility may extend electric service and transmission lines to its own utility property and facilities.

4. If not inconsistent with the provisions of this subchapter:

a. All rights of municipal corporations under chapter 364 to grant a person a franchise to erect, maintain, and operate plants and systems for electric light and power within the corporate boundaries, and rights acquired by franchise or agreement shall be preserved in these municipal corporations;

b. All rights of city utilities under the city code shall be preserved in these city utilities;

c. All rights of city utilities and joint electric utilities under chapter 390 shall be preserved in these city utilities and joint electric utilities; and

d. All rights of cities under chapter 6B are preserved. However, prior to the institution of condemnation proceedings, the city shall obtain a certificate of authority from the board in accordance with this subchapter and the board's determination of price under this subchapter shall be conclusive evidence of damages in these condemnation proceedings.

[C66, 71, 73, 75, §490A.23, 490A.24; C77, 79, 81, §476.23]

2003 Acts, ch 29, §1, 6; 2014 Acts, ch 1026, §143

Referred to in §437A.3, 476.1B

#### **476.24 Electric utility service area maps.**

1. On or before July 1, 1977, and subsequently whenever requested by the board, electric utilities furnishing electricity to the public for compensation in this state shall file, jointly or severally, with the board detailed maps of their service area drawn to a scale of not less than one inch per mile or drawn to a larger scale if required for clarity showing all of the following:

a. The locations of an electric utility's generation, franchised transmission lines, distribution lines, and related facilities as of January 1, 1976.

b. All state and federal highways and other public roads within the electric utility's service area.

c. All section lines and numbers and township and range numbers within the electric utility's service area.

d. The corporate boundaries of all cities within the electric utility's service area.

e. All lakes and rivers within the electric utility's service area.

f. All railroads within the electric utility's service area.

g. Any additional information requested by the board.

2. On or before July 1, 1978, and subsequently when deemed by the board to be necessary, the board shall prepare or cause to have prepared a composite map of this state showing the service areas of electric utilities as submitted by the electric utilities. The form and detail of all maps shall be determined by the board.

[C77, 79, 81, §476.24]

Referred to in §476.1B

#### **476.25 Assigned service areas — electric utilities — legislative policy.**

It is declared to be in the public interest to encourage the development of coordinated statewide electric service at retail, to eliminate or avoid unnecessary duplication of electric utility facilities, and to promote economical, efficient, and adequate electric service to the



public. In order to effect that public interest, the board may establish service areas within which specified electric utilities shall provide electric service to customers on an exclusive basis. Except for good cause expressed through formal public statement, the board shall establish these exclusive service areas on or before July 1, 1979. These exclusive service area boundaries shall be established by the board upon the following basis:

1. The service area boundaries shall be in a line approximately equidistant between the electric distribution lines of adjacent electric utilities as they existed on January 1, 1976, and as shown by the maps filed in accordance with [this subchapter](#). However, those boundaries may be modified by the board to promote the public interest, to preserve existing service areas and electric utilities' rights to serve existing customers, and to prevent unnecessary duplication of facilities, to take account of natural and physical barriers which would make electric service beyond these barriers uneconomic and impractical and those boundaries shall be modified by the board to take account of the contracts between electric utilities which have been approved by the board pursuant to [subsection 2 of this section](#). When an electric utility's exclusive service area is established by the board to include existing customers presently served by the facilities of another electric utility, unless a voluntary exchange of facilities is agreed upon by the electric utilities involved and approved by the board, the board after notice and opportunity for hearing, shall require the purchase of those facilities presently serving these customers at a reasonable price to be determined by the board. The board, on its own motion or at the request of an electric utility or municipal corporation, after notice and opportunity for hearing, may modify the boundaries of an electric utility exclusive service area which it has previously established if this modification, including consideration of the factors noted in [this subsection](#), is found to be in the public interest.

2. Contracts between electric utilities to designate service areas and customers to be served by the electric utilities or for the exchange of customers between electric utilities, when approved by the board, shall be valid and enforceable and shall be incorporated into the appropriate exclusive service areas established pursuant to [subsection 1 of this section](#). The board shall approve a contract if it finds that the contract will eliminate or avoid unnecessary duplication of facilities, will provide adequate electric service to all areas and customers affected, will promote the efficient and economical use and development of the electric systems of the contracting electric utilities, and is in the public interest.

3. An electric utility shall not serve or offer to serve electric customers in an exclusive service area assigned to another electric utility, nor shall an electric utility construct facilities to serve electric customers in an exclusive service area assigned to another electric utility. The state, an electric utility, or any other person who is injured or threatened with injury by conduct prohibited by [this section](#) may initiate a contested case proceeding with the board under [chapter 17A](#). Upon finding a violation of [this section](#) the board shall order appropriate corrective action including discontinuance of the unlawful service to electric customers, removal of the unlawful facility, or other disposition the board deems just and reasonable.

[C77, 79, 81, §476.25]

[84 Acts, ch 1101, §1; 2014 Acts, ch 1026, §143](#)

Referred to in [§476.1B](#)

#### **476.26 Effect of incorporation, annexation, or consolidation.**

The inclusion by incorporation, consolidation, or annexation of any facilities or service area of an electric utility within the boundaries of any city shall not by such inclusion impair or affect in any respect the rights of the electric utility to continue to provide electric utility service and to extend service to prospective customers in accordance with the provisions of [this subchapter](#).

[C66, 71, 73, 75, §490A.23; C77, 79, 81, §476.26]

[2014 Acts, ch 1026, §143](#)

Referred to in [§476.1B](#)

SUBCHAPTER III  
CROSSINGS — RAILROAD RIGHTS-OF-WAY

**476.27 Public utility crossing — railroad rights-of-way.**

1. *Definitions.* As used in [this section](#), unless the context otherwise requires:
  - a. “*Board*” means the Iowa utilities board.
  - b. “*Crossing*” means the construction, operation, repair, or maintenance of a facility over, under, or across a railroad right-of-way by a public utility.
  - c. “*Direct expenses*” includes, but is not limited to, any or all of the following:
    - (1) The cost of inspecting and monitoring the crossing site.
    - (2) Administrative and engineering costs for review of specifications; for entering a crossing on the railroad’s books, maps, and property records; and other reasonable administrative and engineering costs incurred as a result of the crossing.
    - (3) Document and preparation fees associated with a crossing, and any engineering specifications related to the crossing.
    - (4) Damages assessed in connection with the rights granted to a public utility with respect to a crossing.
  - d. “*Electric transmission owner*” means an individual or entity who owns and maintains electric transmission facilities including transmission lines, wires, or cables that are capable of operating at an electric voltage of thirty-four and one-half kilovolts or greater that are required for rate-regulated electric utilities, municipal electric utilities, and rural electric cooperatives in this state to provide electric service to the public for compensation.
  - e. “*Facility*” means any cable, conduit, wire, pipe, casing pipe, supporting poles and guys, manhole, or other material and equipment, that is used by a public utility to furnish any of the following:
    - (1) Communications services.
    - (2) Electricity.
    - (3) Gas by piped system.
    - (4) Sanitary and storm sewer service.
    - (5) Water by piped system.
  - f. “*Public utility*” means a public utility as defined in [section 476.1](#), except that, for purposes of [this section](#), “*public utility*” also includes all mutual telephone companies, municipally owned facilities, unincorporated villages, waterworks, municipally owned waterworks, joint water utilities, rural water districts incorporated under [chapter 357A](#) or [504](#), cooperative water associations, franchise cable television operators, persons furnishing electricity to five or fewer persons, and electric transmission owners primarily providing service to public utilities as defined in [section 476.1](#).
  - g. “*Railroad*” or “*railroad corporation*” means a railroad corporation as defined in [section 321.1](#), which is the owner, operator, occupant, manager, or agent of a railroad right-of-way or the railroad corporation’s successor in interest. “*Railroad*” and “*railroad corporation*” include an interurban railway.
  - h. “*Railroad right-of-way*” means one or more of the following:
    - (1) A right-of-way or other interest in real estate that is owned or operated by a railroad corporation, the trustees of a railroad corporation, or the successor in interest of a railroad corporation.
    - (2) A right-of-way or other interest in real estate that is occupied or managed by or on behalf of a railroad corporation, the trustees of a railroad corporation, or the successor in interest of a railroad corporation, including an abandoned railroad right-of-way that has not otherwise reverted pursuant to [chapter 327G](#).
    - (3) Another interest in a former railroad right-of-way that has been acquired or is operated by a land management company or similar entity.
  - i. “*Special circumstances*” means either or both of the following:
    - (1) The existence of characteristics of a segment of railroad right-of-way or of a proposed utility facility that increase the direct expenses associated with a proposed crossing.
    - (2) A proposed crossing that involves a significant and imminent likelihood of danger to

the public health or safety, or that is a serious threat to the safe operations of the railroad, or to the current use of the railroad right-of-way, necessitating additional terms and conditions associated with the crossing.

2. *Rulemaking and standard crossing fee.* The board, in consultation with the state department of transportation, shall adopt rules pursuant to [chapter 17A](#) prescribing the terms and conditions for a crossing. The rules shall provide that any crossing be consistent with the public convenience and necessity and reasonable service to the public. The rules, at a minimum, shall address the following:

a. The terms and conditions applicable to a crossing including, but not limited to, the following:

(1) Notification required prior to the commencement of any crossing activity.

(2) A requirement that the railroad and the public utility each maintain and repair the person's own property within the railroad right-of-way, and bear responsibility for each person's own acts and omissions; except that the public utility shall be responsible for any bodily injury or property damage that typically would be covered under a standard railroad protective liability insurance policy.

(3) The amount and scope of insurance or self-insurance required to cover risks associated with a crossing.

(4) A procedure to address the payment of costs associated with the relocation of public utility facilities within the railroad right-of-way necessary to accommodate railroad operations.

(5) Terms and conditions for securing the payment of any damages by the public utility before it proceeds with a crossing.

(6) Immediate access to a crossing for repair and maintenance of existing facilities in case of emergency.

(7) Engineering standards for utility facilities crossing railroad rights-of-way.

(8) Provision for expedited crossing, absent a claim of special circumstances, after payment by the public utility of the standard crossing fee, if applicable, and submission of completed engineering specifications to the railroad.

(9) Other terms and conditions necessary to provide for the safe and reasonable use of a railroad right-of-way by a public utility, and consistent with rules adopted by the board, including any complaint procedures adopted by the board to enforce the rules.

b. Unless otherwise agreed by the parties and subject to [subsection 4](#), a public utility that locates its facilities within the railroad right-of-way for a crossing, other than a crossing along the public roads of the state pursuant to [chapter 477](#), shall pay the railroad a one-time standard crossing fee of seven hundred fifty dollars for each crossing. The standard crossing fee shall be in lieu of any license or any other fees or charges to reimburse the railroad for the direct expenses incurred by the railroad as a result of the crossing. The public utility shall also reimburse the railroad for any actual flagging expenses associated with a crossing in addition to the standard crossing fee.

3. *Powers not limited.*

a. Notwithstanding [subsection 2](#), rules adopted by the board shall not prevent a railroad and a public utility from otherwise negotiating the terms and conditions applicable to a crossing or the resolution of any disputes relating to such crossing.

b. Notwithstanding paragraph "a", neither [this subsection](#) nor [this section](#) shall impair the authority of a public utility to secure crossing rights by easement pursuant to the exercise of the power of eminent domain.

4. *Special circumstances.*

a. A railroad or public utility that believes special circumstances exist for a particular crossing may petition the board for relief.

(1) If a petition for relief is filed, the board shall determine whether special circumstances exist that necessitate either a modification of the direct expenses to be paid, or the need for additional terms and conditions.

(2) The board may make any necessary findings of fact and determinations related to the existence of special circumstances, as well as any relief to be granted.

(3) A determination of the board, except for a determination on the issue of damages for

the rights granted to a public utility with respect to a crossing, shall be considered final agency action subject to judicial review under [chapter 17A](#).

(4) The board shall assess the costs associated with a petition for relief equitably against the parties.

b. A railroad or public utility that claims to be aggrieved by a determination of the board on the issue of damages for the rights granted to a public utility with respect to a crossing may seek judicial review as provided in [subsection 5](#).

5. *Appeals.*

a. A railroad or public utility that claims to be aggrieved by the board's determination of damages for rights granted to a public utility may appeal the board's determination to the district court in the same manner as provided in [section 6B.18](#) and [sections 6B.21 through 6B.23](#). In any appeal of the determination of damages, the public utility shall be considered the applicant, and the railroad shall be considered the condemnee. References in [sections 6B.18](#) and [6B.21](#) to "*compensation commission*" mean the board as defined in [this section](#), or appointees of the board.

b. An appeal of any determination of the board other than the issues of damages for rights granted to a public utility shall be pursuant to [chapter 17A](#).

6. *Authority to cross — emergency relief.*

a. Pending board resolution of a claim of special circumstances raised in a petition, a public utility may, upon securing the payment of any damages, and upon submission of completed engineering specifications to the railroad, proceed with a crossing in accordance with the rules adopted by the board, unless the board, upon application for emergency relief, determines that there is a reasonable likelihood that either of the following conditions exist:

(1) That the proposed crossing involves a significant and imminent likelihood of danger to the public health or safety.

(2) That the proposed crossing is a serious threat to the safe operations of the railroad or to the current use of the railroad right-of-way.

b. If the board determines that there is a reasonable likelihood that the proposed crossing meets either condition, then the board shall immediately intervene to prevent the crossing until a factual determination is made.

7. *Conflicting provisions.* Notwithstanding any provision of the Code to the contrary, [this section](#) shall apply in all crossings of railroad rights-of-way involving a public utility as defined in [this section](#), and shall govern in the event of any conflict with any other provision of law.

2001 Acts, ch 138, §1, 2; 2002 Acts, ch 1119, §62; 2004 Acts, ch 1049, §191; 2004 Acts, ch 1175, §393; 2011 Acts, ch 25, §143; 2015 Acts, ch 115, §1 – 3

Referred to in [§306.46](#), [476.95A](#)

**476.28** Reserved.

#### SUBCHAPTER IV

#### LOCAL TELEPHONE SERVICE

**476.29 Certificates for providing local telecommunications services.** Repealed by [1992 Acts, ch 1058, §3](#); [2007 Acts, ch 4, §1](#).

**476.30** Reserved.

SUBCHAPTER V  
RULES

**476.31 Continuing audit of operation.**

The board shall adopt not later than July 1, 1983, rules and policies to implement a program for the continuous review of operations of rate-regulated public utilities with respect to all matters that affect rates or charges for utility service.

[81 Acts, ch 156, §1]

Referred to in §476.3, 476.10

**476.32 Review of annual reports.**

The board shall review annual reports submitted by rate-regulated public utilities. The board shall commence rate-review proceedings under [this chapter](#) if an annual report indicates that the earnings of the public utility are excessive.

[81 Acts, ch 156, §2]

Referred to in §476.3

**476.33 Rules governing hearings.**

1. The board shall adopt rules pursuant to [chapter 17A](#) to provide for the completion of proceedings under [section 476.3](#) within ten months after the date of the filing of a petition under [section 476.3, subsection 2](#), and to provide for the completion of proceedings under [section 476.6](#) within ten months after the date of filing of the new or changed rates, charges, schedules, or regulations under that section. These rules shall include reasonable time limitations for the submission or completion of comments and testimony, and exhibits, briefs, and hearings, and may provide for the granting of additional time upon the request of a party to the proceeding for good cause shown.

2. Additional time granted to a party under [subsection 1](#) shall not extend the amount of time for which a utility is required to file a bond or other undertaking conditioned upon refund under [section 476.3, subsection 2](#).

3. If in a proceeding under [section 476.6](#) additional time is granted to a party under [subsection 1](#), the board may extend the ten-month period during which a utility is prohibited from placing its entire rate increase request into effect under [section 476.6](#), but an extension shall not exceed the aggregate amount of all additional time granted under [subsection 1](#).

4. The board shall adopt rules that require the board, in rate regulatory proceedings under [sections 476.3](#) and [476.6](#), to utilize either a historic test year or a future test year at the rate-regulated public utility's discretion.

a. For a rate regulatory proceeding utilizing a historic test year, the rules shall require the board to consider the use of the most current test period possible in determining reasonable and just rates, subject only to the availability of existing and verifiable data respecting costs and revenues, and in addition, to consider verifiable data that exists within nine months after the conclusion of the test year, respecting known and measurable changes in costs not associated with a different level of revenue, and known and measurable revenues not associated with a different level of costs, that are to occur at any time within twelve months after the date of commencement of the proceedings. Parties proposing adjustments that are not verifiable at the commencement of the proceedings shall include projected data related to the adjustments in their initial substantive filing with the board. For purposes of this paragraph, a proceeding commences under [section 476.6](#) upon the filing date of new or changed rates, charges, schedules, or regulations.

b. For a rate regulatory proceeding utilizing a future test year, the rules shall require the board to consider the use of any twelve-month period beginning no later than the date on which a proposed rate change is expected to take effect in determining just and reasonable rates. The rules shall also require the board to conduct a proceeding subsequent to the effective date of a rate resulting from a rate regulatory proceeding utilizing a future test year to determine whether the actual costs and revenues are reasonably consistent with those approved by the board. If the actual costs and revenues are not reasonably consistent with those approved by the board, the board shall adjust the rates accordingly. For a rate regulatory



proceeding utilizing a future test year, the board may adopt rules regarding evidence required, information to support forecasts, and any reporting obligations. The board may also adopt rules regarding the conditions under which a public utility that utilizes a future test year may subsequently utilize a historic test year. A public utility shall not be precluded from filing a rate regulatory proceeding utilizing a future test year prior to the adoption of any rules pursuant to [this subsection](#).

c. [This subsection](#) does not limit the authority of the board to consider other evidence in proceedings under [sections 476.3 and 476.6](#).

[81 Acts, ch 156, §3]

83 Acts, ch 127, §32, 33; 89 Acts, ch 97, §2; 90 Acts, ch 1168, §52; 2003 Acts, ch 179, §134; 2004 Acts, ch 1006, §2; 2018 Acts, ch 1135, §17

Referred to in [§476.6](#)

**476.34 through 476.40** Reserved.

## SUBCHAPTER VI

### ALTERNATE ENERGY PRODUCTION FACILITIES

#### **476.41 Purpose.**

It is the policy of this state to encourage the development of alternate energy production facilities and small hydro facilities in order to conserve our finite and expensive energy resources and to provide for their most efficient use.

83 Acts, ch 182, §2

Referred to in [§476.1B](#), [476.43](#)

#### **476.42 Definitions.**

As used in [this subchapter](#), unless the context otherwise requires:

1. a. “*Alternate energy production facility*” means any or all of the following:

(1) A solar, wind turbine, waste management, resource recovery, refuse-derived fuel, agricultural crops or residues, or woodburning facility. For purposes of this definition only, “*waste management*” includes a facility using plasma gasification to produce synthetic gas, either as a stand-alone fuel or for blending with natural gas, the output of which is used to generate electricity or steam. For purposes of this definition only, “*plasma gasification*” means the thermal dissociation of carbonaceous material into fragments of compounds in an oxygen-starved environment.

(2) Land, systems, buildings, or improvements that are located at the project site and are necessary or convenient to the construction, completion, or operation of the facility.

(3) Transmission or distribution facilities necessary to conduct the energy produced by the facility to users located at or near the project site.

b. A facility which is a qualifying facility under [18 C.F.R. pt. 292, subpt. B](#) is not precluded from being an alternate energy production facility under [this subchapter](#).

2. “*Electric utility*” means a public utility that furnishes electricity to the public for compensation.

3. “*Next generating plant*” means an electric utility’s assumed next coal-fired base load electric generating plant, whether planned or not, based on current technology and undiscounted current cost.

4. a. “*Small hydro facility*” means any or all of the following:

(1) A hydroelectric facility at a dam.

(2) Land, systems, buildings, or improvements that are located at the project site and are necessary or convenient to the construction, completion, or operation of the facility.

(3) Transmission or distribution facilities necessary to conduct the energy produced by the facility to users located at or near the project site.

b. A facility which is a qualifying facility under 18 C.F.R. pt. 292, subpt. B is not precluded from being a small hydro facility under [this subchapter](#).

83 Acts, ch 182, §3; 90 Acts, ch 1252, §31 – 33; 92 Acts, ch 1017, §1; 2010 Acts, ch 1061, §180; 2011 Acts, ch 25, §125; 2011 Acts, ch 77, §1; 2014 Acts, ch 1026, §143

Referred to in §15E.61, 15E.351, 260C.18A, 476.1B, 476.6A, 476.46, 476.49, 476.53, 476.58

#### **476.43 Rates for alternate energy production facilities.**

1. Subject to [section 476.44](#), the board shall require electric utilities to do both of the following under terms and conditions that the board finds are just and economically reasonable for the electric utilities' customers, are nondiscriminatory to alternate energy producers and small hydro producers, and will further the policy stated in [section 476.41](#):

a. At least one of the following:

(1) Own alternate energy production facilities or small hydro facilities located in this state.

(2) Enter into long-term contracts to purchase or wheel electricity from alternate energy production facilities or small hydro facilities located in the utility's service area.

b. Provide for the availability of supplemental or backup power to alternate energy production facilities or small hydro facilities on a nondiscriminatory basis and at just and reasonable rates.

2. Upon application by the owner or operator of an alternate energy production facility or small hydro facility or any interested party, the board shall establish for the affected public utility just and economically reasonable rates for electricity purchased under [subsection 1](#), paragraph "a". The rates shall be established at levels sufficient to stimulate the development of alternate energy production and small hydro facilities in Iowa and to encourage the continuation of existing capacity from those facilities.

3. The board may adopt individual utility or uniform statewide facility rates. The board shall consider the following factors in setting individual or uniform rates:

a. The estimated capital cost of the next generating plant, including related transmission facilities, to be placed in service by the electric utility serving the area.

b. The term of the contract between the electric utility and the seller.

c. A levelized annual carrying charge based upon the term of the contract and determined in a manner consistent with both the methods and the current interest or return requirements associated with the electric utility's new construction program.

d. The electric utility's annual energy costs, including current fuel costs, related operation and maintenance costs, and other energy-related costs considered appropriate by the board.

e. External factors, including but not limited to, environmental and economic factors.

f. Other relevant factors.

g. If the board adopts uniform statewide rates, the board shall use representative data in lieu of utility specific information in applying the factors listed in paragraphs "a" through "f".

4. In the case of a utility that purchases all or substantially all of its electricity requirements, the rates established under [this section](#) must be based on the electric utility's current purchased power costs.

5. In lieu of the other procedures provided by [this section](#), an electric utility and an owner or operator of an alternate energy production facility or small hydro facility may enter into a long-term contract in accordance with [subsection 1](#) and may agree to rates for purchase and sale transactions. A contract entered into under [this subsection](#) must be filed with the board in the manner provided for tariffs under [section 476.4](#).

6. [This section](#) does not require an electric utility to construct additional facilities unless those facilities are paid for by the owner or operator of the affected alternate energy production facility or small hydro facility.

83 Acts, ch 182, §4, 7; 90 Acts, ch 1252, §34 – 37; 2003 Acts, ch 29, §2, 6

Referred to in §28F.14, 476.1B, 476.44

#### **476.44 Exceptions.**

1. The board shall not require an electric utility to purchase or wheel electricity from an alternate energy production facility or small hydro facility unless the facility is owned or

operated by an individual, firm, partnership, corporation, company, association, joint stock association, city, town, or county that meets both of the following:

a. Is not primarily engaged in the business of producing or selling electricity, gas, or useful thermal energy other than electricity, gas, or useful thermal energy sold solely from alternate energy production facilities or small hydro facilities.

b. Does not sell electricity, gas, or useful thermal energy to residential users other than the tenants or the owner or operator of the facility.

2. a. An electric utility subject to [this subchapter](#), except a utility that elects rate regulation pursuant to [section 476.1A](#), shall not be required to own or purchase, at any one time, more than its share of one hundred five megawatts of power from alternate energy production facilities or small hydro facilities at the rates established pursuant to [section 476.43](#). The board shall allocate the one hundred five megawatts based upon each utility's percentage of the total Iowa retail peak demand, for the year beginning January 1, 1990, of all utilities subject to [this section](#). If a utility undergoes reorganization as defined in [section 476.76](#), the board shall combine the allocated purchases of power for each utility involved in the reorganization.

b. Notwithstanding the one hundred five megawatt maximum, the board may increase the amount of power that a utility is required to own or purchase at the rates established pursuant to [section 476.43](#) if the board finds that a utility, including a reorganized utility, exceeds its 1990 Iowa retail peak demand by twenty percent and the additional power the utility is required to purchase will encourage the development of alternate energy production facilities and small hydro facilities. The increase shall not exceed the utility's increase in peak demand multiplied by the ratio of the utility's share of the one hundred five megawatt maximum to its 1990 Iowa retail peak demand.

[83 Acts, ch 182, §5; 90 Acts, ch 1252, §38; 92 Acts, ch 1163, §97; 92 Acts, ch 1166, §1; 2003 Acts, ch 29, §3, 6; 2008 Acts, ch 1032, §106; 2014 Acts, ch 1026, §143; 2018 Acts, ch 1026, §145](#)  
Referred to in [§476.1B, 476.43](#)

#### **476.44A Trading of credits.**

The board may establish or participate in a program to track, record, and verify the trading of credits or attributes relating to electricity generated from alternate energy production facilities or renewable energy sources among electric generators, utilities, and other interested entities, within this state and with similar entities in other states.

[2008 Acts, ch 1128, §14, 15; 2008 Acts, ch 1133, §6, 9; 2008 Acts, ch 1191, §129](#)  
Referred to in [§476.1B](#)

#### **476.45 Exemption from excess capacity.**

Capacity of an alternate energy production facility or small hydro facility, that is owned or purchased by an electric utility, shall not be included in a calculation of an electric utility's excess generating capacity for ratemaking purposes.

[83 Acts, ch 182, §6; 2003 Acts, ch 29, §4, 6](#)  
Referred to in [§476.1B](#)

#### **476.46 Alternate energy revolving loan program.**

1. The Iowa energy center created under [section 15.120](#) shall establish and administer an alternate energy revolving loan program to encourage the development of alternate energy production facilities and small hydro facilities within the state.

2. a. An alternate energy revolving loan fund is created in the office of the treasurer of state to be administered by the Iowa energy center.

b. The fund shall include moneys appropriated or otherwise directed to the fund.

c. Moneys in the fund shall be used to provide loans for the construction of alternate energy production facilities or small hydro facilities as defined in [section 476.42](#).

d. (1) A gas or electric utility that is not required to be rate-regulated shall not be eligible for a loan under [this section](#). However, gas and electric utilities not required to be rate-regulated shall be eligible for loans from moneys remitted to the fund. Such loans shall be limited to a maximum of five hundred thousand dollars per applicant and shall be limited to one loan every two years.

(2) A facility shall be eligible for no more than one million dollars in loans outstanding at any time under this program.

e. (1) Each loan shall be for a period not to exceed twenty years, shall bear no interest, and shall be repayable to the fund created under [this section](#) in installments as determined by the Iowa energy center. The interest rate upon delinquent payments shall accelerate immediately to the current legal usury limit.

(2) Any loan made pursuant to this program shall become due for payment upon sale of the facility for which the loan was made.

(3) Interest on the fund shall be deposited in the fund.

f. [Section 8.33](#) shall not apply to the moneys in the fund.

3. The Iowa energy center shall not initiate any new loans under [this section](#) after June 30, 2021.

4. Loan payments received under [this section](#) on or after July 1, 2021, and any other moneys in the fund on or after July 1, 2021, shall be deposited in the energy infrastructure revolving loan fund created in [section 476.46A](#).

[96 Acts, ch 1196, §11; 2002 Acts, ch 1109, §4; 2008 Acts, ch 1126, §31, 33; 2009 Acts, ch 173, §35, 36; 2017 Acts, ch 169, §42, 43, 49; 2018 Acts, ch 1026, §146; 2019 Acts, ch 59, §173; 2021 Acts, ch 177, §31, 32](#)

Subsection 2, paragraph e, subparagraph (3) amended  
NEW subsections 3 and 4

#### **476.46A Energy infrastructure revolving loan program.**

1. a. An energy infrastructure revolving loan fund is created in the office of the treasurer of state and shall be administered by the Iowa energy center established in [section 15.120](#).

b. The fund may be administered as a revolving fund and may consist of any moneys appropriated by the general assembly for purposes of [this section](#) and any other moneys that are lawfully directed to the fund.

c. Moneys in the fund shall be used to provide financial assistance for the development and construction of energy infrastructure, including projects that support electric or gas generation transmission, storage, or distribution; electric grid modernization; energy-sector workforce development; emergency preparedness for rural and underserved areas; the expansion of biomass, biogas, and renewable natural gas; innovative technologies; and the development of infrastructure for alternative fuel vehicles.

d. Notwithstanding [section 8.33](#), moneys appropriated in [this section](#) that remain unencumbered or unobligated at the close of the fiscal year shall not revert but shall remain available for expenditure for the purposes designated until the close of the succeeding fiscal year.

e. Notwithstanding [section 12C.7, subsection 2](#), interest or earnings on moneys in the fund shall be credited to the fund.

2. a. The Iowa energy center shall establish and administer an energy infrastructure revolving loan program to encourage the development of energy infrastructure within the state.

b. An individual, business, rural electric cooperative, or municipal utility located and operating in this state shall be eligible for financial assistance under the program. With the approval of the Iowa energy center governing board established under [section 15.120, subsection 2](#), the economic development authority shall determine the amount and the terms of all financial assistance awarded to an individual, business, rural electric cooperative, or municipal utility under the program. All agreements and administrative authority shall be vested in the Iowa energy center governing board.

c. The economic development authority may use not more than five percent of the moneys in the fund at the beginning of each fiscal year for purposes of administrative costs, marketing, technical assistance, and other program support.

3. For the purposes of [this section](#):

a. “Energy infrastructure” means land, buildings, physical plant and equipment, and services directly related to the development of projects used for, or useful for, electricity or gas generation, transmission, storage, or distribution.

b. “Financial assistance” means the same as defined in [section 15.102](#).

[2021 Acts, ch 177, §33](#)

Referred to in [§476.46](#)

NEW section

#### **476.47 Alternate energy purchase programs.**

1. Beginning January 1, 2004, an electric utility, whether or not rate-regulated under [this chapter](#), shall offer an alternate energy purchase program to customers, based on energy produced by alternate energy production facilities in Iowa.

2. The board shall require electric utilities to file plans for alternate energy purchase programs offered pursuant to [this section](#).

a. Rate-regulated electric utilities shall file plans for alternate energy purchase programs that allow customers to contribute voluntarily to the development of alternate energy in Iowa, and shall file tariffs as required by the board by rule.

b. Electric utilities that are not rate-regulated shall offer alternate energy purchase programs at rates determined by their governing authority, and shall file tariffs with the board for informational purposes only.

3. The electric utility shall notify consumers of its alternate energy purchase program and any proposed modifications to such program at least sixty days prior to implementation of the program or any modification.

4. For purposes of [this section](#), an electric utility may base its program on energy produced by alternate energy production facilities located outside of Iowa under any of the following circumstances:

a. The energy is purchased by the electric utility pursuant to a contract in effect prior to July 1, 2001, and continues until the expiration of the contract, including any options to renew that are exercised by the electric utility.

b. The electric utility has a financial interest, as of July 1, 2001, in the alternate energy production facility that is located outside of Iowa, or in an entity that has a financial interest in an alternate energy production facility located outside of Iowa.

c. The energy is purchased by an electric utility that is not rate-regulated and that is required to purchase all of its electric power requirements from a single supplier that is physically located outside of Iowa.

5. [This section](#) shall not apply to non-rate-regulated electric utilities physically located outside of Iowa that serve Iowa customers.

6. Any consumer-owned utility may apply to the board for a waiver under [this section](#), and the board, for good cause, may grant the waiver.

[2001 Acts, 1st Ex, ch 4, §11, 36](#)

Referred to in [§476.1A, 476.1B, 476.49](#)

#### **476.48 Small wind innovation zone program.**

1. *Definitions.* For purposes of [this section](#), unless the context otherwise requires:

a. “Electric utility” means a public utility that furnishes electricity to the public for compensation and which enters into a model interconnection agreement with the owner of a small wind energy system as provided in [subsection 4](#).

b. “Small wind energy system” means a wind energy conversion system that collects and converts wind into energy to generate electricity which has a nameplate generating capacity of one hundred kilowatts or less.

c. “Small wind innovation zone” means a political subdivision of this state, including but not limited to a city, county, township, school district, community college, area education agency, institution under the control of the state board of regents, or any other local commission, association, or tribal council which adopts, or is encompassed within a local government which adopts, the model ordinance as provided in [subsection 3](#).

2. *Program established.*

a. The utilities division shall establish and administer a small wind innovation zone program to optimize local, regional, and state benefits from wind energy and to facilitate and expedite interconnection of small wind energy systems with electric utilities throughout this state. Pursuant to the program, the owner of a small wind energy system located within



a small wind innovation zone desiring to interconnect with an electric utility shall benefit from a streamlined application process, may utilize a model interconnection agreement, and can qualify under a model ordinance.

b. A political subdivision seeking to be designated a small wind innovation zone shall apply to the division upon a form developed by the division. The division shall approve an application which documents that the applicable local government has adopted the model ordinance or is in the process of amending an existing zoning ordinance to comply with the model ordinance and that an electric utility operating within the political subdivision has agreed to utilize the model interconnection agreement to contract with the small wind energy system owners who agree to its terms.

3. *Model ordinance.* The Iowa league of cities, the Iowa association of counties, the Iowa environmental council, the Iowa wind energy association, and representatives from the utility industry shall consult and develop a model ordinance to be offered on both the Iowa league of cities' and the Iowa association of counties' internet sites and made available for use by a local government which constitutes or encompasses a political subdivision that is applying for designation as a small wind innovation zone. A local government adopting the model ordinance shall establish an expedited approval process with regard to small wind energy systems in compliance with the ordinance in order to qualify as a small wind innovation zone.

4. *Model interconnection agreement.* The utilities board shall develop a model interconnection agreement by June 1, 2010, for utilization within a small wind innovation zone by the owner of a small wind energy system seeking to interconnect with an electric utility. The interconnection agreement shall ensure that the energy produced can be safely interconnected with the utility without causing any adverse or unsafe consequences and is consistent with the electric utility's resource needs. The board shall establish by rule procedures for modification of the model interconnection agreement upon mutually agreeable terms and conditions in unique or unusual circumstances, subject to board approval. Electric utilities shall consider adopting the model interconnection agreement.

5. *Tax credit incentives.* The owner of a small wind energy system operating within a small wind innovation zone shall qualify for the renewable energy tax credit pursuant to [chapter 476C](#).

6. *Reporting requirements.* The division shall prepare a report summarizing the number of applications received from political subdivisions seeking to be designated a small wind innovation zone, the number of applications granted, the number of small wind energy systems generating electricity within each small wind innovation zone, and the amount of wind energy produced, and shall submit the report to the members of the general assembly by January 1 annually.

[2009 Acts, ch 148, §1, 2](#)

#### **476.49 Billing methods for distributed generation customers.**

1. *Definitions.* For purposes of [this section](#), unless the context otherwise requires:
  - a. "Alternate energy production facility" means the same as defined in [section 476.42](#).
  - b. "Distributed generation customer" means a person other than a public utility that interconnects an eligible distributed generation facility to an electric distribution system.
  - c. "Distributed generation facility" means an alternative energy production facility or a small hydro facility as defined in [section 476.42](#).
  - d. "Electric utility" means a public utility that furnishes electricity to the public for compensation that is required to be rate-regulated under [this chapter](#).
  - e. "Eligible distributed generation facility" means a distributed generation facility that elects a billing method pursuant to [subsection 3](#), and to which all of the following apply:
    - (1) The facility is located behind a customer's electricity meter.
    - (2) The facility is interconnected to the electric utility distribution system.
    - (3) The facility has an aggregate nameplate capacity less than or equal to one megawatt alternating current.
    - (4) The facility has a capability to produce no more than one hundred ten percent of the customer's annual electricity usage.

(5) The facility's generating capacity and associated energy is intended to serve only the on-site electric requirements of the customer.

f. "Inflow-outflow billing" means a billing method for an eligible distributed generation facility whereby the net metering interval is measured hourly or subhourly, and a distributed generation customer makes payment and is credited as provided in [subsection 3](#), paragraph "b".

g. "Net billing" means a billing method for an eligible distributed generation facility whereby the net metering interval is equal to a monthly billing period, and a distributed generation customer makes payment and is credited as provided in [subsection 3](#), paragraph "a".

h. "Net metering" means a single meter monitoring only the net amount of electricity delivered to and exported by an eligible distributed generation facility, which electricity offsets electricity that would otherwise be purchased by a distributed generation customer from the electric utility.

i. "Statewide distributed generation penetration" means the aggregate nameplate capacity of all eligible distributed generation facilities of electric utilities as a percentage of the aggregate peak demand of all electric utilities.

2. *Publication of data.* The board shall collect data on the nameplate capacity of eligible distributed generation facilities, calculate the statewide distributed generation penetration percentage, and publish the data and penetration rate on an annual basis on the board's internet site.

3. *Billing methods.* An electric utility shall file either a net billing or an inflow-outflow billing tariff with the board to govern the billing and crediting of eligible distributed generation facilities interconnected with the electric distribution system of an electric utility as follows:

a. (1) An electric utility choosing to utilize the net billing method shall file a tariff with the board whereby a distributed generation customer pays all applicable charges, including applicable rider charges approved by the board and applied to non-net metering customers, for the electricity delivered to the customer over the net metering interval. A distributed generation customer shall be credited in kilowatt-hours for energy exported to the electric utility over the net metering interval. A distributed generation customer may use the kilowatt-hour credits to offset kilowatt-hours in future billing periods. The offset shall include any applicable volumetric rider charges approved by the board and applied to non-net metering customers.

(2) Any excess kilowatt-hours remaining at the end of a twelve-month period shall be cashed out at the electric utility's avoided cost rate with the funds from the cash out divided evenly between the customer and the electric utility's low-income home energy assistance program. The distributed generation customer shall choose either a January or April cash out date at the time of interconnection.

(3) Net billing shall not be limited in any way based on a customer's peak demand.

(4) Net billing shall not include any fees or charges that are not charged to customers in the same rate class that are not net billing customers.

b. (1) An electric utility choosing to utilize the inflow-outflow billing method shall file a tariff with the board whereby a distributed generation customer pays all applicable charges, including applicable rider charges approved by the board and applied to non-net metering customers, for the electricity delivered by the electric utility over the net metering interval. The distributed generation customer is credited in dollars at the outflow purchase rate for energy exported to the utility over the net metering interval. The distributed generation customer may use the dollar credits to offset any applicable volumetric charges, including applicable rider charges, billed on a kilowatt-hour basis.

(2) The electric utility shall select an hourly or subhourly metering interval that balances the benefits of accurately measuring power flows in each direction with the cost of collecting, storing, and processing meter data.

(3) Inflow-outflow billing shall not be limited in any way based on a customer's peak demand.

(4) Inflow-outflow billing shall not include any fees or charges that are not charged to customers in the same rate class that are not inflow-outflow customers.

(5) Prior to the board's approval of a value of solar methodology and rate, the outflow purchase rate for an eligible distributed generation facility shall be the applicable retail volumetric rate, including applicable rider charges approved by the board and applied to non-net metered customers. The outflow purchase rate for any distributed generation facility will continue to be the applicable retail volumetric rate for a term of twenty years. Any change in ownership of such eligible facility, or adoption and use by the electric utility of a value-of-solar rate pursuant to [subsection 4](#), shall not impact the outflow purchase rate for the distributed generation facility during the twenty-year term.

4. *Value of solar methodology.* If the board is petitioned by an electric utility after July 1, 2027, or when the statewide distributed generation penetration rate is equal to five percent, whichever is earlier, the board shall initiate a proceeding to develop a value of solar methodology and rate for eligible distributed generation facilities. The value of solar rate shall be determined through the use of a methodology that calculates the benefits and costs an eligible distributed generation facility provides to, or imposes on, the electric system. The value of solar methodology shall be applied independently to each electric utility. When the board determines the value of solar methodology, it shall determine if there is a need for separate methodologies for other distributed generation technologies or if it can account for the values of other technologies with modifications to the value of solar methodology.

a. In establishing the methodology, the board shall initiate a formal proceeding. The value of solar methodology shall be determined through a study conducted by an independent third party and overseen by the board. Interested parties shall have the opportunity to comment and offer testimony on any proposed value of solar methodology before it is adopted by the board.

b. The benefits and costs in a value of solar methodology shall include all of the following factors as appropriate and supported by known and measurable evidence:

- (1) The cost of energy and fuel.
- (2) Generation capacity and reserves.
- (3) Transmission capacity and charges.
- (4) Distribution capacity.
- (5) Transmission and distribution line losses.
- (6) Fixed and variable costs associated with plant operations and maintenance.
- (7) Environmental compliance costs.
- (8) Integration costs.
- (9) Grid support services.

(10) Other factors, based on known and measurable evidence of the cost or benefit of solar operations to the electric utility's electric system.

c. Upon approval of the value of solar methodology, the outflow purchase rate shall be limited to either a five percent increase or decrease from the previous outflow purchase rate. The value of solar rate shall be recomputed annually and reflected in the outflow purchase rate, limited to a five percent increase or decrease from the previous outflow purchase rate. If the utility switches from a net billing method to an inflow-outflow billing method after the value of solar methodology is approved, then the previous purchase rate shall be the applicable retail volumetric rate including all applicable rider charges approved by the board.

d. The board shall consider, review, and update as appropriate the value of solar methodology at least every three years after completion of the initial methodology.

e. After the board has approved a value of solar methodology and rate, the outflow purchase rate shall be set using the value of solar methodology. The outflow purchase rate for such a facility will be fixed for a term of twenty years regardless of any subsequent changes in the electric utility's outflow purchase rate or changes in ownership of such facility.

5. *Forfeiture of outflow purchase credits.* Any outflow purchase credits remaining at the end of an annual period shall be forfeited to the rider used by the electric utility pursuant to [subsection 7](#). The distributed generation customer shall choose either a January or April date at the time of interconnection for the purposes of determining the annual period.

6. *Proposal of separate rate classes.* An electric utility shall not propose treating

distributed generation customers as a separate rate class in a general rate case prior to the board's approval of a value of solar methodology or prior to July 1, 2027, whichever is earlier. If an electric utility chooses to propose a separate rate class for distributed generation customers in a future proceeding, such a proposal shall be approved or disapproved in accordance with [section 476.6](#) and accompanying rules.

7. *Riders.* An electric utility shall be allowed to recover the amounts credited to an eligible distributed generation customer for outflow purchases pursuant to a rider. To the extent an electric utility does not have such a rider, the board shall allow an electric utility to establish a rider to recover such amounts. For purposes of [this subsection](#), "rider" includes a fuel or energy adjustment clause.

8. *Preexisting tariff.* Any customer utilizing a net billing tariff approved by the board on or before the availability of inflow-outflow billing may continue to receive electric service pursuant to the preexisting tariff for the remaining duration of the contract regardless of any subsequent changes in ownership of such facility.

9. *Use of funds collected through alternate energy purchase programs.* An electric utility may use funds collected pursuant to [section 476.47](#) to offset any amounts that would otherwise be recovered through a rider resulting from outflow purchases of excess energy produced by an eligible distributed generation facility.

10. *Reasonableness of net billing and inflow-outflow billing.* When the statewide net metering penetration level reaches ten percent, the board shall determine whether the net billing and inflow-outflow billing methods are still reasonable and shall make recommendations to the general assembly. Regardless of the board's recommendations, existing facilities shall continue to be eligible for the net billing or inflow-outflow billing tariff in place at the time of installation and for twenty years of operation thereafter.

[2020 Acts, ch 1004, §1](#); [2021 Acts, ch 80, §310](#)

Subsection 1, paragraph c amended

**476.50** Reserved.

## SUBCHAPTER VII

### PENALTY

#### **476.51 Civil penalty.**

1. A public utility which, after written notice by the board of a specific violation, violates the same provision of [this chapter](#), the same rule adopted by the board, or the same provision of an order lawfully issued by the board, is subject to a civil penalty, which may be levied by the board, of not less than one hundred dollars nor more than two thousand five hundred dollars per violation.

2. A public utility which willfully, after written notice by the board of a specific violation, violates the same provision of [this chapter](#), the same rule adopted by the board, or the same provision of an order lawfully issued by the board, is subject to a civil penalty, which may be levied by the board, of not less than one thousand dollars nor more than ten thousand dollars per violation. For the purposes of [this section](#), "willful" means knowing and deliberate, with a specific intent to violate.

3. Each violation is a separate offense. In the case of a continuing violation, each day a violation continues, after the time specified for compliance in the written notice by the board, is a separate and distinct offense. Any civil penalty may be compromised by the board. In determining the amount of the penalty, or the amount agreed upon in a compromise, the board may consider the appropriateness of the penalty in relation to the size of the public utility, the gravity of the violation, and the good faith of the public utility in attempting to achieve compliance following notification of a violation, and any other relevant factors.

4. The written notice given by the board to a public utility under [this section](#) shall specify an appropriate time for compliance.

5. Civil penalties collected pursuant to [this section](#) from utilities providing water, electric, or gas service shall be forwarded by the chief operating officer of the board to the treasurer

of state to be credited to the general fund of the state and to be used only for the low income home energy assistance program and the weatherization assistance program administered by the division of community action agencies of the department of human rights. Civil penalties collected pursuant to [this section](#) from utilities providing telecommunications service shall be forwarded to the treasurer of state to be credited to the department of commerce revolving fund created in [section 546.12](#) to be used only for consumer education programs administered by the board. Penalties paid by a rate-regulated public utility pursuant to [this section](#) shall be excluded from the utility's costs when determining the utility's revenue requirement, and shall not be included either directly or indirectly in the utility's rates or charges to customers.

[83 Acts, ch 127, §34; 88 Acts, ch 1134, §92; 91 Acts, ch 260, §1238; 92 Acts, ch 1084, §1; 94 Acts, ch 1107, §81; 2003 Acts, ch 126, §4; 2009 Acts, ch 181, §48; 2018 Acts, ch 1160, §14](#)

Referred to in [§476.1A, 476.1B, 476.1C, 476.2, 476.20, 476.95A, 476.103](#)

## SUBCHAPTER VIII POLICIES

### **476.52 Management efficiency.**

1. It is the policy of this state that a public utility shall operate in an efficient manner.
2. If the board determines in the course of a proceeding conducted under [section 476.3](#) or [476.6](#) that a utility is operating in an inefficient manner, or is not exercising ordinary, prudent management, or in comparison with other utilities in the state the board determines that the utility is performing in a less beneficial manner than other utilities, the board may reduce the level of profit or adjust the revenue requirement for the utility to the extent the board believes appropriate to provide incentives to the utility to correct its inefficient operation.
3. If the board determines in the course of a proceeding conducted under [section 476.3](#) or [476.6](#) that a utility is operating in such an extraordinarily efficient manner that tangible financial benefits result to the ratepayer, the board may increase the level of profit or adjust the revenue requirement for the utility.
4. In making its determination under [this section](#), the board may also consider a public utility's pursuit of energy efficiency programs. The board shall adopt rules for determining the level of profit or the revenue requirement adjustment that would be appropriate. The board shall also adopt rules establishing a methodology for an analysis of a utility's management efficiency.

[83 Acts, ch 127, §35; 89 Acts, ch 297, §11; 2018 Acts, ch 1041, §99](#)

### **476.53 Electric generating and transmission facilities.**

1. It is the intent of the general assembly to attract the development of electric power generating and transmission facilities within the state in sufficient quantity to ensure reliable electric service to Iowa consumers and provide economic benefits to the state. It is also the intent of the general assembly to encourage rate-regulated public utilities to consider altering existing electric generating facilities, where reasonable, to manage carbon emission intensity in order to facilitate the transition to a carbon-constrained environment.

2. *a.* The general assembly's intent with regard to the development of electric power generating and transmission facilities, or the significant alteration of an existing generating facility, as provided in [subsection 1](#), shall be implemented in a manner that is cost-effective and compatible with the environmental policies of the state, as expressed in [this Title XI](#).

*b.* The general assembly's intent with regard to the reliability of electric service to Iowa consumers, as provided in [subsection 1](#), shall be implemented by considering the diversity of the types of fuel used to generate electricity, the availability and reliability of fuel supplies, and the impact of the volatility of fuel costs.

3. *a.* The board shall specify in advance, by order issued after a contested case proceeding, the ratemaking principles that will apply when the costs of the electric power generating facility or alternate energy production facility are included in regulated electric rates whenever a rate-regulated public utility does any of the following:

- (1) (a) Files an application pursuant to [section 476A.3](#) to construct in Iowa a baseload



electric power generating facility with a nameplate generating capacity equal to or greater than three hundred megawatts or a combined-cycle electric power generating facility, or an alternate energy production facility as defined in [section 476.42](#), or to significantly alter an existing generating facility. For purposes of this subparagraph, a significant alteration of an existing generating facility must, in order to qualify for establishment of ratemaking principles, fall into one of the following categories:

- (i) Conversion of a coal fueled facility into a gas fueled facility.
- (ii) Addition of carbon capture and storage facilities at a coal fueled facility.
- (iii) Addition of gas fueled capability to a coal fueled facility, in order to convert the facility to one that will rely primarily on gas for future generation.
- (iv) Addition of a biomass fueled capability to a coal fueled facility.
- (v) Repowering of an alternate energy production facility. For purposes of this subparagraph subdivision, “*repowering*” shall mean either the complete dismantling and replacement of generation equipment at an existing project site, or the installation of new parts and equipment to an existing alternate energy production facility in order to increase energy production, reduce load, increase service capacity, improve project reliability, or extend the useful life of the facility.

(b) With respect to a significant alteration of an existing generating facility, an original facility shall not be required to be either a baseload or a combined-cycle facility. Only the incremental investment undertaken by a utility under subparagraph division (a), subparagraph subdivision (i), (ii), (iii), or (iv) shall be eligible to apply the ratemaking principles established by the order issued pursuant to paragraph “e”. Facilities for which advanced ratemaking principles are obtained pursuant to [this section](#) shall not be subject to a subsequent board review pursuant to [section 476.6, subsection 19](#), to the extent that the investment has been considered by the board under [this section](#). To the extent an eligible utility has been authorized to make capital investments subject to [section 476.6, subsection 19](#), such investments shall not be eligible for ratemaking principles pursuant to [this section](#).

(2) Leases or owns in Iowa, in whole or in part, a new baseload electric power generating facility with a nameplate generating capacity equal to or greater than three hundred megawatts or a combined-cycle electric power generating facility, or a new alternate energy production facility as defined in [section 476.42](#).

b. In determining the applicable ratemaking principles, the board shall not be limited to traditional ratemaking principles or traditional cost recovery mechanisms. Among the principles and mechanisms the board may consider, the board has the authority to approve ratemaking principles proposed by a rate-regulated public utility that provide for reasonable restrictions upon the ability of the public utility to seek a general increase in electric rates under [section 476.6](#) for at least three years after the generating facility begins providing service to Iowa customers.

c. In determining the applicable ratemaking principles, the board shall make the following findings:

(1) The rate-regulated public utility has in effect a board-approved energy efficiency plan as required under [section 476.6, subsection 15](#).

(2) The rate-regulated public utility has demonstrated to the board that the public utility has considered other sources for long-term electric supply and that the facility or lease is reasonable when compared to other feasible alternative sources of supply.

d. The applicable ratemaking principles shall be determined in a contested case proceeding, which proceeding may be combined with the proceeding for issuance of a certificate conducted pursuant to [chapter 476A](#).

e. The order setting forth the applicable ratemaking principles shall be issued prior to the commencement of construction or lease of the facility.

f. Following issuance of the order, the rate-regulated public utility shall have the option of proceeding according to either of the following:

- (1) Withdrawing its application for a certificate pursuant to [chapter 476A](#).
- (2) Proceeding with the construction or lease of the facility.

g. Notwithstanding any provision of [this chapter](#) to the contrary, the ratemaking principles

established by the order issued pursuant to paragraph “e” shall be binding with regard to the specific electric power generating facility in any subsequent rate proceeding.

4. The utilities board and the consumer advocate may employ additional temporary staff, or may contract for professional services with persons who are not state employees, as the board and the consumer advocate deem necessary to perform required functions as provided in [this section](#), including but not limited to review of power purchase contracts, review of emission plans and budgets, and review of ratemaking principles proposed for construction or lease of a new generating facility. Beginning July 1, 2002, there is appropriated out of any funds in the state treasury not otherwise appropriated, such sums as may be necessary to enable the board and the consumer advocate to hire additional staff and contract for services under [this section](#). The costs of the additional staff and services shall be assessed to the utilities pursuant to the procedure in [section 476.10](#) and [section 475A.6](#).

[83 Acts, ch 127, §36, 50; 2001 Acts, 1st Ex, ch 4, §12, 36; 2002 Acts, 2nd Ex, ch 1003, §31, 35; 2003 Acts, ch 29, §5, 6; 2003 Acts, ch 159, §2 – 4; 2004 Acts, ch 1101, §67; 2010 Acts, ch 1176, §2, 3; 2010 Acts, ch 1193, §55, 69, 80; 2013 Acts, ch 30, §113; 2015 Acts, ch 29, §61; 2015 Acts, ch 138, §46, 161, 162; 2018 Acts, ch 1135, §18; 2018 Acts, ch 1160, §15](#)

Referred to in [§476.23, 476A.4, 476A.6, 476A.7](#)

#### **476.53A Renewable electric power generation.**

It is the intent of the general assembly to encourage the development of renewable electric power generation. It is also the intent of the general assembly to encourage the use of renewable power to meet local electric needs and the development of transmission capacity to export wind power generated in Iowa.

[2011 Acts, ch 115, §1](#)

#### **476.54 Delayed payment charges.**

A public utility shall not apply delayed payment charges on a customer’s account if the scheduled payment was made by the customer within twenty days from the date the billing was sent to the customer. Delayed payment charges on a customer’s account shall not exceed one and one-half percent per month of the past-due amount. [This section](#) shall not apply to telecommunications service providers registered pursuant to [section 476.95A](#).

[83 Acts, ch 127, §37; 2018 Acts, ch 1160, §16](#)

#### **476.55 Complaint of antitrust activities.**

1. An application for new or changed rates, charges, schedules, or regulations filed under [this chapter](#), or an application for a certificate or an amendment to a certificate submitted under [chapter 476A](#), by an electric transmission line utility or a gas pipeline utility or a subsidiary of either shall not be approved by the board if, upon complaint by an Iowa electric or gas utility, the board finds activities which create or maintain a situation inconsistent with antitrust laws and the policies which underlie them. The board may grant the rate or facility certification request once it determines that those activities which led to the antitrust complaint have been eliminated. However, [this subsection](#) does not apply to an application for new or changed rates, charges, schedules, or regulations after the expiration of the ten-month limitation and applicable extensions.

2. a. Notwithstanding [section 476.1D](#), the board may receive a complaint from a local exchange carrier that another local exchange carrier has engaged in an activity that is inconsistent with antitrust laws and the policies which underlie them. For purposes of [this subsection](#), “local exchange carrier” means the same as defined in [section 476.96](#), Code 2017, and includes a city utility authorized pursuant to [section 388.2](#) to provide local exchange services. If, after notice and opportunity for hearing, the board finds that a local exchange carrier has engaged in an activity that is inconsistent with antitrust laws and the policies which underlie them, the board may order any of the following:

(1) The local exchange carrier to adjust retail rates in an amount sufficient to correct the antitrust activity.

(2) The local exchange carrier to pay any costs incurred by the complainant for the pursuit of the complaint.

(3) The local exchange carrier to pay a civil penalty.

(4) Either the local exchange carrier or the complainant to pay the costs of the complaint proceeding before the board, and the other party's reasonable attorney fees.

b. **This subsection** shall not be construed to modify, restrict, or limit the right of a person to bring a complaint under any other provision of **this chapter**.

83 Acts, ch 127, §38; 2005 Acts, ch 9, §2; 2011 Acts, ch 25, §143; 2020 Acts, ch 1063, §265

#### **476.56 Energy costs provided.**

A gas or electric public utility shall provide, upon the request of a person who states in writing that the person is an owner of real property, or an interested prospective purchaser or renter of the property, which is or has been receiving gas or electric service from the public utility, the annual gas or electric energy costs for the property.

88 Acts, ch 1174, §3

Referred to in §476.1A, 476.1B

**476.57 Limitations on use of ADAD equipment — penalty.** Repealed by 2018 Acts, ch 1160, §32.

#### **476.58 Safety of distributed generation facilities — disconnection device required — rules.**

1. For purposes of **this section**:

a. “*Disconnection device*” means a lockable visual disconnect or other disconnection device capable of disconnecting and de-energizing the residual voltage in a distributed generation facility.

b. “*Distributed generation facility*” means any of the following:

(1) A cogeneration facility or a small power production facility that is a qualifying facility under **18 C.F.R. pt. 292, subpt. B**, used by an interconnection customer to generate electricity that operates in parallel with the electric distribution system, and that typically includes an electric generator and the equipment required to interconnect safely with the electric distribution system or local electric power system.

(2) An alternate energy production facility as defined in **section 476.42**.

(3) A small hydro facility as defined in **section 476.42**.

c. “*Electric distribution system*” means the facilities and equipment owned and operated by an electric utility that are used to transmit electricity to ultimate usage points from interchanges with higher voltage transmission networks which transport bulk power over long distances and that generally operate at less than one hundred kilovolts of electricity.

d. “*Electric meter*” means a device used by an electric utility that measures and registers the integral of an electrical quantity with respect to time.

e. “*Electric utility*” means a public utility that furnishes electricity to the public for compensation.

f. “*Interconnection customer*” means a person that interconnects a distributed generation facility to an electric distribution system.

2. Consistent with the board's safety jurisdiction pursuant to **section 476.1**, the board shall adopt rules pursuant to **chapter 17A** relating to the safe installation and operation of interconnections between distributed generation facilities and electric distribution systems. The rules shall include but not be limited to the following:

a. For installations placed in service on or after July 1, 2015, a requirement that a disconnection device be installed at a location that is easily visible and adjacent to an interconnection customer's electric meter. For installations placed in service prior to July 1, 2015, a requirement that an interconnection customer provide and attach a permanent placard at the electric meter that clearly identifies the presence and location of disconnection devices for distributed generation facilities on the property.

b. A requirement that interconnection customers notify local paid or volunteer fire departments of the location of distributed generation facilities and associated disconnection devices upon completion of installation and procedures for such notifications.

c. Procedures for electric utilities to deny or disconnect service for safety reasons to a person who does not comply with rules adopted pursuant to [this subsection](#).

3. Procedures and requirements provided in rules adopted pursuant to [subsection 2](#) shall apply to all electric utilities and all interconnection customers in this state. However, only those rule provisions concerning interconnections between distributed generation facilities and electric distribution systems and safety issues shall apply to utilities over which the board's jurisdiction is limited by [section 476.1A](#) or [476.1B](#).

4. [This section](#) shall not be construed to expand the board's jurisdiction over a utility over which the board's jurisdiction is limited by [section 476.1A](#) or [476.1B](#). [This section](#) shall not be construed to authorize the board to require that an installation or connection of a distributed generation facility, disconnection device, or interconnection between a distributed generation facility and an electric distribution system be performed by a licensed electrician, installer, or professional engineer. [This section](#) shall not be construed to require inspection of a distributed generation facility, disconnection device, or interconnection between a distributed generation facility and an electric distribution system pursuant to [chapter 103](#).

[2015 Acts, ch 91, §1](#)

**476.59 and 476.60** Reserved.

## SUBCHAPTER IX

### ENERGY EFFICIENCY PROGRAMS

**476.61** Reserved.

**476.62 Energy-efficient lighting required.**

All public utility-owned exterior flood lighting, including but not limited to street and security lighting, shall be replaced when worn-out exclusively with high pressure sodium lighting or lighting with equivalent or better energy efficiency as approved in rules adopted by the board.

[89 Acts, ch 297, §12](#)

Referred to in [§474.5](#), [476.1A](#), [476.1B](#)

**476.63 Energy efficiency programs.**

The division shall consult with the economic development authority in the development and implementation of public utility energy efficiency programs.

[89 Acts, ch 297, §13](#); [90 Acts, ch 1252, §39](#); [2009 Acts, ch 108, §39, 41](#); [2011 Acts, ch 118, §50, 89](#)

**476.64** Reserved.

**476.65 Energy audits.** Repealed by [96 Acts, ch 1196, §14](#).

## SUBCHAPTER X

### CUSTOMER CONTRIBUTION FUND

**476.66 Customer contribution fund.**

1. The utilities board shall adopt rules which shall require each electric and gas public utility to establish a fund whose purposes shall include the receiving of contributions to assist the utility's low-income customers with weatherization measures to improve energy efficiency related to winter heating and summer cooling, and to supplement the energy assistance received under the federal low-income home energy assistance program for the payment of winter heating electric or gas utility bills.

2. The rules shall require each utility to periodically notify its customers of the availability

and purpose of the fund and to provide them with forms on which they can authorize the utility to bill their contribution to the fund on a monthly basis.

3. The rules shall permit the fund to accept matching funds from persons or organizations who wish to provide assistance for customers of the utility.

4. The utility may be reimbursed by the fund for the administrative costs of the billings, disbursements, notices to customers, and financial recordkeeping. However, such reimbursement shall not exceed five percent of the total revenues collected.

5. The utility shall establish a board or committee to determine the appropriate distribution of the funds. The board or committee shall include representatives from community or regional organizations which are active in assisting citizens with payment of their winter heating bills.

6. The rules established by the utilities board shall require an annual report to be filed for each fund. The utilities board shall compile an annual statewide report of the fund results. The division of community action agencies of the department of human rights shall prepare an annual report of the unmet need for energy assistance and weatherization. Both reports shall be submitted to the appropriations committees of the general assembly on the first day of the following session.

7. Existing programs to receive customer contributions established by public utilities shall be construed to meet the requirements of [this section](#). Such plans shall be subject to review by the utilities board.

[88 Acts, ch 1175, §3; 92 Acts, ch 1155, §1; 2002 Acts, ch 1119, §177](#)

Referred to in [§216A.102, 476.1A, 476.1B](#)

**476.67 through 476.70** Reserved.

## SUBCHAPTER XI

### PUBLIC UTILITY AFFILIATES

#### **476.71 Purpose.**

It is the intent of the general assembly that a public utility should not directly or indirectly include in regulated rates or charges any costs or expenses of an affiliate engaged in any business other than that of utility business unless the affiliate provides goods or services to the public utility. The costs that are included should be reasonably necessary and appropriate for utility business. It is also the intent of the general assembly that a public utility should only provide nonutility services in a manner that minimizes the possibility of cross-subsidization or unfair competitive advantage.

[89 Acts, ch 103, §2](#)

#### **476.72 Definitions.**

As used in [this subchapter](#), unless the context otherwise requires:

1. “*Affiliate*” means a party that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with a rate-regulated public utility.

2. “*Control*” means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an enterprise through ownership, by contract or otherwise.

3. “*Nonutility service*” includes the sale, lease, or other conveyance of commercial and residential gas or electric appliances, interior lighting systems and fixtures, or heating, ventilating, or air conditioning systems and component parts or the servicing, repair, or maintenance of such equipment.

4. “*Public utility*” means a rate-regulated public utility providing electric, gas, water, sanitary sewage, or storm water drainage service, or any combination thereof.

5. “*Utility business*” means the generation or transmission of electricity or furnishing of gas or furnishing electricity to the public for compensation.

[89 Acts, ch 103, §3; 2014 Acts, ch 1026, §143; 2014 Acts, ch 1099, §9; 2018 Acts, ch 1024, §2](#)



**476.73 Affiliate records.**

1. *Access to records.* Every public utility and affiliate through the public utility shall provide the board with access to books, records, accounts, documents, and other data and information which the board finds necessary to effectively implement and effectuate the provisions of [this chapter](#).

2. *Separate records.* The board may require affiliates of a public utility to keep separate records and the board may provide for the examination and inspection of the books, accounts, papers, and records, as may be necessary to enforce [this chapter](#).

3. *Allocation permitted.* The board may inquire as to and prescribe, for ratemaking purposes, the allocation of capitalization, earnings, debts, and expenses related to ownership, operation, or management of affiliates.

[89 Acts, ch 103, §4](#)

**476.74 Affiliate information required to be filed.**

1. *Goods and services.* All contracts or arrangements providing for the furnishing or receiving of goods and services including but not limited to the furnishing or receiving of management, supervisory, construction, engineering, accounting, legal, financial, marketing, data processing, or similar services made or entered into on or after July 1, 1989, between a public utility and any affiliate shall be filed annually with the board.

2. *Sales, purchases, and leases.* All contracts or arrangements for the purchase, sale, lease, or exchange of any property, right, or thing made or entered into on or after July 1, 1989, between a public utility and any affiliate shall be filed annually with the board.

3. *Loans.* All contracts or arrangements providing for any loan of money or an extension or renewal of any loan of money or any similar transaction made or entered into on or after July 1, 1989, between a public utility and any affiliate, whether as guarantor, endorser, surety, or otherwise, shall be filed annually with the board.

4. *Verified copies required.* Every public utility shall file with the board a verified copy of the contract or arrangement referred to in [this section](#), or a verified summary of the unwritten contract or arrangement, and also of all the contracts and arrangements or a verified summary of the unwritten contracts or arrangements, whether written or unwritten, entered into prior to July 1, 1989, and in force and effect at that time. Any contract or agreement determined by the board to be a confidential record pursuant to [section 22.7](#) shall be returned to the public utility filing the confidential record within sixty days after the contract or agreement is filed.

5. *Exemption.* The provisions of [this section](#) requiring filing of contracts or agreements with the board shall not apply to transactions with an affiliate where the amount of consideration involved is not in excess of fifty thousand dollars or five percent of the capital equity of the utility, whichever is smaller. However, regularly recurring payments under a general or continuing arrangement which aggregate a greater annual amount shall not be broken down into a series of transactions to come within this exemption. In any proceeding involving the rates, charges or practices of the public utility, the board may exclude from the accounts of the public utility any unreasonable payment or compensation made pursuant to any contract or arrangement which is not required to be filed under [this subsection](#).

6. *Continuing jurisdiction.* The board shall have the same jurisdiction over modifications or amendments of contracts or arrangements in [this section](#) as it has over the original contracts or arrangements. Any modification or amendment of contracts or arrangements shall also be filed annually with the board.

7. *Sanction.* For ratemaking purposes, the board may exclude the payment or compensation to an affiliate or adjust the revenue received from an affiliate associated with any contract or arrangement required to be filed with the board if the contract or arrangement is not so filed.

8. *Alternative information.* The board shall consult with other state and federal regulatory agencies for the purpose of eliminating duplicate or conflicting filing requirements and may adopt rules which provide that comparable information required to be filed with other state or federal regulatory agencies may be accepted by the board in lieu of information required by [this section](#).

9. *Reasonableness required.* In any proceeding, whether upon the board's own motion or upon application or complaint involving the rates, charges, or practices of any public utility, the board, for ratemaking purposes may exclude from the accounts of the public utility or adjust any payment or compensation related to any transaction with an affiliate for any services rendered or for any property or service furnished or received, as described in [this section](#), under contracts or arrangements with an affiliate unless and upon inquiry the public utility shall establish the reasonableness of the payment or compensation.

10. *Exemption by rule or waiver.* The board may adopt rules which exempt any public utility or class of public utility or class of contracts or arrangements from [this section](#) or waive the requirements of [this section](#) if the board finds that the exemption or waiver is in the public interest.

[89 Acts, ch 103, §5](#)

#### **476.75 Audits required.**

The board may periodically retain a nationally or regionally recognized independent auditing firm to conduct an audit of the transactions between a public utility and its affiliates. An affiliate transaction audit shall not be conducted more frequently than every three years, unless ordered by the board for good cause. The cost of the audit shall be paid by the public utility to the independent auditing firm and shall be included in its regulated rates and charges, unless otherwise ordered by the board for good cause after providing the public utility the opportunity for a hearing on the board's decision.

[89 Acts, ch 103, §6](#)

#### **476.76 Reorganization defined.**

For purposes of [this subchapter](#) unless the context otherwise requires, "reorganization" means either of the following:

1. The acquisition, sale, lease, or any other disposition, directly or indirectly, including by merger or consolidation, of the whole or any substantial part of a public utility's assets.
2. The purchase or other acquisition or sale or other disposition of the controlling capital stock of any public utility, either directly or indirectly.

[89 Acts, ch 103, §7; 2014 Acts, ch 1026, §143](#)

Referred to in [§476.44](#)

#### **476.77 Time and standards for review.**

1. A reorganization shall not take place if the board disapproves. Prior to reorganization, the applicant shall file with the board a proposal for reorganization with supporting testimony and evidence to establish that the reorganization is not contrary to the interests of the public utility's ratepayers and the public interest.

2. A proposal for reorganization shall be deemed to have been approved unless the board disapproves the proposal within ninety days after its filing. The board, for good cause shown, may extend the deadline for acting on an application for an additional period not to exceed ninety days. However, the board shall not disapprove a proposal for reorganization without providing for notice and opportunity for hearing. The notice of hearing shall be provided no later than fifty days after the proposal for reorganization has been filed.

3. In its review of a proposal for reorganization, the board may consider all of the following:

a. Whether the board will have reasonable access to books, records, documents, and other information relating to the public utility or any of its affiliates.

b. Whether the public utility's ability to attract capital on reasonable terms, including the maintenance of a reasonable capital structure, is impaired.

c. Whether the ability of the public utility to provide safe, reasonable, and adequate service is impaired.

d. Whether ratepayers are detrimentally affected.

e. Whether the public interest is detrimentally affected.

4. The board may adopt rules which exempt a public utility or class of public utility or class of reorganization from [this section](#) if the board finds that with respect to the public utility or

class of public utility or class of reorganization review is not necessary in the public interest. The board may adopt rules necessary to protect the interest of the customers of the exempt public utility. These rules may include, but are not limited to, notification of a proposed sale or transfer of assets or stock. The board may waive the requirements of [this section](#), if the board finds that board review is not necessary in the public interest.

[89 Acts, ch 103, §8](#); [91 Acts, ch 68, §1](#); [98 Acts, ch 1097, §1, 2](#)

#### **476.78 Cross-subsidization prohibited.**

A public utility shall not directly or indirectly include any costs or expenses attributable to providing nonutility service in regulated rates or charges. Except for contracts existing as of July 1, 1996, a public utility or its affiliates shall not use vehicles, service tools and instruments, or employees, the costs, salaries, or benefits of which are recoverable in the regulated rates for electric service or gas service to install, service, or repair residential or commercial gas or electric heating, ventilating, or air conditioning systems, or interior lighting systems and fixtures; or to sell at retail heating, ventilating, air conditioning, or interior lighting equipment. For the purpose of [this section](#), “commercial” means a place of business primarily used for the storage or sale, at wholesale or retail, of goods, wares, services, or merchandise. Nothing in [this section](#) shall be construed to prohibit a public utility from using its utility vehicles, service tools and instruments, and employees to market systems, services, and equipment, to light pilots, or to eliminate a customer emergency or threat to public safety.

[89 Acts, ch 103, §9](#); [96 Acts, ch 1196, §12](#); [2014 Acts, ch 1099, §10](#)

Referred to in [§476.83](#)

#### **476.79 Provision of nonutility service.**

1. A public utility providing any nonutility service to its customers shall keep and render to the board separate records of the nonutility service. The board may provide for the examination and inspection of the books, accounts, papers, and records of the nonutility service, as may be necessary, to enforce any provisions of [this chapter](#).

2. The board shall adopt rules which specify the manner and form of the accounts relating to providing nonutility services which the public utility shall maintain.

[89 Acts, ch 103, §10](#); [2014 Acts, ch 1099, §11](#)

Referred to in [§476.83](#)

#### **476.80 Additional requirements.**

A public utility which engages in a systematic marketing effort as defined by the board, other than on an incidental or casual basis, to promote the availability of nonutility service from the public utility shall make available at reasonable compensation on a nondiscriminatory basis to all persons engaged primarily in providing the same competitive nonutility services in that area all of the following services to the same extent utilized by the public utility in connection with its nonutility services:

1. Access to and use of the public utility’s customer lists.
2. Access to and use of the public utility’s billing and collection system.
3. Access to and use of the public utility’s mailing system.

[89 Acts, ch 103, §11](#); [2014 Acts, ch 1099, §12](#)

Referred to in [§105.11](#), [476.81](#), [476.82](#), [476.83](#)

#### **476.81 Audit required.**

The board may periodically retain a nationally or regionally recognized independent auditing firm to conduct an audit of the nonutility services provided by a public utility subject to the provisions of [section 476.80](#). A nonutility service audit shall not be conducted more frequently than every three years, unless ordered by the board for good cause. The cost of the audit shall be paid by the public utility to the independent auditing firm and shall be included in its regulated rates and charges, unless otherwise ordered by the board for good cause after providing the public utility the opportunity for a hearing on the board’s decision.

[89 Acts, ch 103, §12](#); [2014 Acts, ch 1099, §13](#)

Referred to in [§476.82](#)

**476.82 Exemption — energy efficiency.**

Notwithstanding any language to the contrary, nothing in [this subchapter](#) shall prohibit a public utility from participating in or conducting energy efficiency projects or programs established or approved by the board or required by statute. A public utility participating in or conducting energy efficiency projects or programs established or approved by the board or required by statute shall not be subject to the provisions of [sections 476.80](#) and [476.81](#) for those energy efficiency projects or programs.

[89 Acts, ch 103, §13](#); [2014 Acts, ch 1026, §143](#)

**476.83 Complaints.**

Any person may file a written complaint with the board requesting that the board determine compliance by a public utility with the provisions of [section 476.78](#), [476.79](#), or [476.80](#), or any validly adopted rules to implement these sections. Upon the filing of a complaint, the board may promptly initiate a formal complaint proceeding and give notice of the proceeding and the opportunity for hearing. The formal complaint proceeding may be initiated at any time by the board on its own motion. The board shall render a decision in the proceeding within ninety days after the date the written complaint was filed, unless additional time is requested by the complainant.

[89 Acts, ch 103, §14](#); [96 Acts, ch 1196, §13](#); [2014 Acts, ch 1099, §14](#)

**476.84 Water, sanitary sewer, and storm water utilities — acquisitions — advance ratemaking.**

1. [This section](#) applies to the acquisition of water, sanitary sewer, and storm water utilities by rate-regulated public utilities. [This section](#) does not apply to the acquisition of such utilities by non-rate-regulated entities described in [section 476.1, subsection 4](#).

2. *a.* A public utility shall not acquire, in whole or in part, a water, sanitary sewer, or storm water utility with a fair market value of five hundred thousand dollars or more from a non-rate-regulated entity described in [section 476.1, subsection 4](#), unless the board first approves the acquisition. In addition, if the utility to be acquired is a city utility, then the public utility shall not acquire the city utility until the city has first met the requirements of [section 388.2A](#).

*b.* If a water, sanitary sewer, or storm water utility that is the subject of an acquisition meets the requirements of paragraph “*a*”, then the acquiring public utility may apply to the board, prior to the completion of the acquisition, for advance approval of a proposed initial tariff for providing service to customers of the acquired utility.

*c.* As part of its review of the proposed acquisition, the board shall specify in advance, by order issued after a contested case proceeding, the ratemaking principles that will apply when the costs of the acquired utility are included in regulated rates. The lesser of the sale price or the fair market value of the acquired utility as established pursuant to [section 388.2A, subsection 2](#), shall be used in determining the applicable ratemaking principles. In determining the applicable ratemaking principles, the board shall not be limited to traditional ratemaking principles or traditional cost recovery mechanisms. Among the principles and mechanisms the board may consider, the board has the authority to approve ratemaking principles that provide for reasonable restrictions upon the ability of the public utility to seek an increase in specified regulated rates for a period of time after the acquisition takes place.

*d.* In determining the applicable ratemaking principles, the board shall find that the proposed acquisition will result in just and reasonable rates to all customers of the public utility, including but not limited to existing customers of the public utility. In making this finding, the board may consider any factor it reasonably concludes may affect future rates, including but not limited to the price paid for the acquired utility and the projected cost of reasonable and prudent changes to the acquired utility in order to provide adequate services and facilities to customers. The board shall consider whether there are ratemaking principles that will result in just and reasonable rates to all customers in determining whether to approve or disapprove a proposed acquisition.

*e.* If the acquisition involves a utility that is an at-risk system as defined in [section](#)

455B.199D, the board shall issue a final order on an application for approval of the acquisition within one hundred eighty days of the filing date of the application.

f. Upon the approval of a proposal for acquisition by board order, the parties subject to the acquisition shall have the option of either proceeding with such acquisition or not, subject to any termination provisions contained in the acquisition agreement.

g. Notwithstanding any provision of [this chapter](#) to the contrary, the ratemaking principles established by the board pursuant to [this section](#) shall be binding with regard to the acquired utility in any subsequent rate proceeding.

[2018 Acts, ch 1024, §3; 2020 Acts, ch 1095, §2](#)

**476.85** Reserved.

## SUBCHAPTER XII

### COMPETITIVE NATURAL GAS PROVIDERS

#### **476.86 Definitions.**

As used in [this section](#) and [section 476.87](#), unless the context otherwise requires:

1. “*Aggregator*” means a person who combines retail end users into a group and arranges for the acquisition of competitive natural gas services without taking title to those services.

2. a. “*Competitive natural gas provider*” means a person who takes title to natural gas and sells it for consumption by a retail end user in the state of Iowa. “*Competitive natural gas provider*” includes an affiliate of an Iowa gas utility.

b. “*Competitive natural gas provider*” does not include the following:

(1) A public utility which is subject to rate regulation under [this chapter](#).

(2) A municipally owned utility which provides natural gas service within its incorporated area or within the municipal natural gas competitive service area, as defined in [section 437A.3, subsection 22](#), paragraph “a”, subparagraph (1), in which the municipally owned utility is located.

[99 Acts, ch 20, §2, 6; 99 Acts, ch 208, §57, 74; 2018 Acts, ch 1041, §100](#)

Referred to in [§331.301, 364.3](#)

#### **476.87 Certification of competitive natural gas providers.**

1. The board shall certify all competitive natural gas providers and aggregators providing natural gas services in this state. In an application for certification, a competitive natural gas provider or aggregator must reasonably demonstrate managerial, technical, and financial capability sufficient to obtain and deliver the services such provider or aggregator proposes to offer. The board may establish reasonable conditions or restrictions on the certificate at the time of issuance. The board shall adopt rules to establish specific criteria for certification. The board shall make a determination on an application for certification within ninety days of its submission, unless the board determines that additional time is necessary to consider the application, in which case the board may extend the time for making a determination for an additional sixty days.

2. The board may resolve disputes involving the provision of natural gas services by a competitive natural gas provider or aggregator.

3. The board shall allocate the costs and expenses reasonably attributable to certification and dispute resolution in [this section](#) to persons identified as parties to such proceeding who are engaged in or who seek to engage in providing natural gas services or other persons identified as participants in such proceeding. The funds received for the costs and the expenses of certification and dispute resolution shall be remitted to the treasurer of state for deposit in the department of commerce revolving fund created in [section 546.12](#) as provided in [section 476.10](#).

[99 Acts, ch 20, §3, 6; 2009 Acts, ch 181, §49](#)

Referred to in [§476.86](#)

**476.88 through 476.90** Reserved.



SUBCHAPTER XIII  
ALTERNATIVE OPERATOR SERVICES

**476.91 Alternative operator services.**

1. *Definitions.* As used in [this section](#), unless the context otherwise requires:

a. “*Alternative operator services company*” means a nongovernmental company which receives more than half of its Iowa intrastate telecommunications services revenues from calls placed by end-user customers from telephones other than ordinary residence or business telephones. The definition is further limited to include only companies which provide operator assistance, either through live or automated intervention, on calls placed from other than ordinary residence or business telephones, and does not include services provided under contract to rate-regulated local exchange utilities.

b. “*Contracting entity*” means an entity providing telephones other than ordinary residence or business telephones for use by end-user customers which has contracted with an alternative operator services company to provide telecommunications services to those telephones.

c. “*End-user customer*” means a person who places a local or toll call.

d. “*Other than ordinary residence or business telephones*” means telephones other than the residence or business telephones of the customary users of the telephones, including but not limited to pay telephones and telephones in motel, hotel, hospital, and college dormitory rooms.

2. *Jurisdiction.* Notwithstanding any finding by the board that a service or facility is subject to competition and should be deregulated pursuant to [section 476.1](#), all intrastate telecommunications services provided by alternative operator services companies to end-user customers, using other than ordinary residence or business telephones, are subject to the jurisdiction of the board and shall be rendered pursuant to tariffs approved by the board. Alternative operator services companies shall be subject to all requirements and sanctions provided in [this chapter](#). Contracting entities shall be subject to the requirements of any board regulations concerning telecommunications services provided by alternative operator services companies.

3. *Requirements.* The board shall adopt and enforce requirements for the provision of services by alternative operator services companies and contracting entities.

4. *Billing by local exchange utilities.* Notwithstanding any finding by the board that a service or facility is subject to competition and should be deregulated pursuant to [section 476.1](#), a regulated local exchange utility shall not perform billing and collection functions relating to regulated telecommunications services provided by an alternative operator services company, unless the alternative operator services company has filed a statement with the local exchange utility signed by a corporate officer, or other authorized person having personal knowledge, that all regulated telecommunications services to be billed shall be rendered pursuant to tariffs approved by the board.

[89 Acts, ch 95, §1](#)

Referred to in [§476.95](#)

**476.92 through 476.94** Reserved.

SUBCHAPTER XIV  
TELECOMMUNICATIONS SERVICE PROVIDERS

**476.95 Internet protocol-enabled service and voice over internet protocol service — regulation.**

1. For purposes of [this section](#):

a. “*Internet protocol-enabled service*” means any service, capability, functionality, or application that uses internet protocol or any successor protocol and enables an end user

to send or receive voice, data, or video communications in internet protocol format or a successor format.

b. “Political subdivision” means the same as defined in [section 145A.2](#).

c. “Voice over internet protocol service” means an internet protocol-enabled service that facilitates real-time, two-way voice communication that originates from, or terminates at, a user’s location and permits the user to receive a call that originates from the public switched telephone network and to terminate a call on the public switched telephone network.

2. Notwithstanding any other provision of law to the contrary, a department, agency, board, or political subdivision of the state shall not regulate, by rule, order, or other means directly or indirectly, the entry, rates, terms, or conditions for internet protocol-enabled service or voice over internet protocol service.

3. [This section](#) shall not be construed to affect, modify, limit, or expand any of the following:

a. The authority of the attorney general to take any action pursuant to [chapter 537](#) or [section 714.16](#).

b. The application or enforcement of any law that is intended to have general application to the conduct of business in this state.

c. Any entity’s obligation under section 251 or 252 of the federal Telecommunications Act of 1996.

d. Any authority of the board over wholesale telecommunications services, rates, agreements, interconnection, providers, or tariffs.

e. Any authority of the board to address or affect the resolution of a dispute regarding intercarrier compensation.

f. Any authority of the board, in accordance with state and federal law, to assess voice over internet protocol service for any of the following:

(1) Surcharges for 911 emergency services under [section 34A.7](#).

(2) Assessments for dual party relay service under [section 477C.7](#).

(3) Direct costs under [section 476.10](#) and a share of remainder assessments that reflect the service’s lesser degree of regulation.

g. Any authority of the board to regulate internet protocol-enabled service or voice over internet protocol service pursuant to [section 476.91](#).

[95 Acts, ch 199, §6](#); [2018 Acts, ch 1160, §17](#)

Referred to in [§476.1B](#)

#### **476.95A Annual registration for telecommunications service providers.**

1. A provider of telecommunications service, as defined in [section 476.103](#), offering telephone numbers to retail customers in this state shall register annually with the board.

2. An applicant shall complete an application for registration on a form provided by the board. The form shall include contact information, the approximate number of service lines provided in the state, and any other information deemed necessary by the board.

3. Within five business days of the receipt of a completed application for registration, the board shall issue a nonexclusive acknowledgment of compliance with [this section](#). The acknowledgment shall authorize the registrant to obtain telephone numbers, interconnect with other telecommunications service providers, cross railroad rights-of-way pursuant to [section 476.27](#), and provide telecommunications service in this state. An acknowledgment may be transferred by filing a new or updated registration form.

4. A registrant shall submit to the board corrections to the information supplied in the registration form within a reasonable time after a change in circumstances, which circumstances would be required to be reported in an application for registration form.

5. Refusal to file and maintain an annual registration pursuant to [this section](#) is a violation of [this chapter](#) and may subject a telecommunications service provider to a civil penalty pursuant to [section 476.51](#).

6. Notwithstanding [this subsection](#), the board shall continue to recognize the validity of,

and the rights conferred upon, a certificate of public convenience and necessity issued to a telecommunications service provider by the board prior to July 1, 2018.

[2018 Acts, ch 1160, §18](#)

Referred to in [§476.1B](#), [476.6](#), [476.9](#), [476.10](#), [476.20](#), [476.54](#)

#### **476.95B Applicability of authority.**

1. The board may exercise any powers reserved or delegated to the state by the federal Telecommunications Act of 1996 or any other federal law, rule, or order thereunder, and may hear and resolve any dispute arising thereunder, including but not limited to intercarrier compensation, interconnection, and number portability.

2. In proceedings under 47 U.S.C. §251–254, the board shall allocate the costs and expenses of the proceedings to persons identified as parties in the proceeding who are engaged in or who seek to engage in providing telecommunications service or other persons identified as participants in the proceeding. The funds received for the costs and the expenses shall be remitted to the treasurer of state for deposit in the department of commerce revolving fund created in [section 546.12](#) as provided in [section 476.10](#).

[2018 Acts, ch 1160, §19](#)

Referred to in [§476.1B](#)

## SUBCHAPTER XV

### LOCAL EXCHANGE CARRIERS

**476.96 Definitions.** Repealed by 2018 Acts, ch 1160, §32.

**476.97 Price regulation.** Repealed by 2014 Acts, ch 1099, §19.

**476.98 Earnings calculation and report.** Repealed by [2005 Acts, ch 9, §4](#).

**476.99 Additional price regulation plan provisions.** Repealed by 2014 Acts, ch 1099, §19.

#### **476.100 Prohibited acts.**

A local exchange carrier shall not do any of the following:

1. Discriminate against another provider of communications services by refusing or delaying access to the local exchange carrier's services.

2. Discriminate against another provider of communications services by refusing or delaying access to essential facilities on terms and conditions no less favorable than those the local exchange carrier provides to itself and its affiliates. A local telecommunications facility, feature, function, or capability of the local exchange carrier's network is an essential facility if all of the following apply:

a. Competitors cannot practically or economically duplicate the facility, feature, function, or capability, or obtain the facility, feature, function, or capability from another source.

b. The use of the facility, feature, function, or capability by potential competitors is technically and economically feasible.

c. Denial of the use of the facility, feature, function, or capability by competitors is unreasonable.

d. The facility, feature, function, or capability will enable competition.

3. Degrade the quality of access or service provided to another provider of communications services.

4. Fail to disclose in a timely manner, upon reasonable request and pursuant to a protective agreement concerning proprietary information, all information reasonably necessary for the design of network interface equipment, network interface services, or software that will meet the specifications of the local exchange carrier's local exchange network.

5. Unreasonably refuse or delay interconnections or provide inferior interconnections to another provider.

6. Use basic exchange service rates, directly or indirectly, to subsidize or offset the costs of other products or services offered by the local exchange carrier.

7. Discriminate in favor of itself or an affiliate in the provision and pricing of, or extension of credit for, any telephone service.

[95 Acts, ch 199, §11](#)

Referred to in [§476.1B](#)

**476.101 Local exchange competition.** Repealed by 2018 Acts, ch 1160, §32.

## SUBCHAPTER XVI UNIVERSAL SERVICE

### **476.102 Universal service.**

1. The board shall initiate a proceeding to preserve universal service such that it shall be maintained in a competitively neutral fashion. As a part of this proceeding, the board shall determine the difference between the cost of providing universal service and the prices determined to be appropriate for such service.

2. The board shall base policies for the preservation of universal service on the following principles:

*a.* A plan adopted by the board should ensure the continued viability of universal service by maintaining quality services at just and reasonable rates.

*b.* The plan should define the nature and extent of the service encompassed within any entities' universal service obligations.

*c.* The plan should establish specific and predictable mechanisms to provide competitively neutral support for universal service. Those mechanisms shall include a nondiscriminatory mechanism by which funds to support universal service shall be collected, and a mechanism for disbursement of support funds to eligible subscribers, either directly to those subscribers, or to the subscriber's provider of local exchange services chosen by the subscriber.

*d.* The plan should be based on other principles as the board determines are necessary and appropriate for the protection of the public interest, convenience, and necessity and consistent with the purposes of [this section](#).

[95 Acts, ch 199, §13; 2018 Acts, ch 1160, §20](#)

Referred to in [§476.1B](#)

## SUBCHAPTER XVII CHANGE IN SERVICE

### **476.103 Unauthorized change in service — civil penalty.**

1. Notwithstanding the deregulation of a communications service or facility under [section 476.1D](#), the board may adopt rules to protect consumers from unauthorized changes in telecommunications service. Such rules shall not impose undue restrictions upon competition in telecommunications markets.

2. As used in [this section](#), unless the context otherwise requires:

*a.* "Change in service" means the designation of a new provider of a telecommunications service to a consumer, including the initial selection of a service provider, and includes the addition or deletion of a telecommunications service for which a separate charge is made to a consumer account.

*b.* "Consumer" means a person other than a service provider who uses a telecommunications service.

*c.* "Executing service provider" means, with respect to any change in telecommunications service, a service provider who executes an order for a change in service received from another service provider.

*d.* "Service provider" means a person providing a telecommunications service.

e. “Submitting service provider” means a service provider who requests another service provider to execute a change in service.

f. “Telecommunications service” means a local exchange or long distance telephone service other than commercial mobile radio service.

3. The board shall adopt rules prohibiting an unauthorized change in telecommunications service. The rules shall be consistent with federal communications commission regulations regarding procedures for verification of customer authorization of a change in service. The rules, at a minimum, shall provide for all of the following:

a. (1) A submitting service provider shall obtain verification of customer authorization of a change in service before submitting such change in service.

(2) Verification appropriate under the circumstances for all other changes in service.

(3) The verification may be in written, oral, or electronic form and may be performed by a qualified third party.

(4) The reasonable time period during which the verification is to be retained, as determined by the board.

b. A customer shall be notified of any change in service.

c. Appropriate compensation for a customer affected by an unauthorized change in service.

d. Board determination of potential liability, including assessment of damages, for unauthorized changes in service among the customer, previous service provider, executing service provider, and submitting service provider.

e. A provision encouraging service providers to resolve customer complaints without involvement of the board.

f. The prompt reversal of unauthorized changes in service.

g. Procedures for a customer, service provider, or the consumer advocate to submit to the board complaints of unauthorized changes in service.

4. a. In addition to any applicable civil penalty set out in [section 476.51](#), a service provider who violates a provision of [this section](#), a rule adopted pursuant to [this section](#), or an order lawfully issued by the board pursuant to [this section](#), is subject to a civil penalty, which, after notice and opportunity for hearing, may be levied by the board, of not more than ten thousand dollars per violation. Each violation is a separate offense.

b. A civil penalty may be compromised by the board. In determining the amount of the penalty, or the amount agreed upon in a compromise, the board may consider the size of the service provider, the gravity of the violation, any history of prior violations by the service provider, remedial actions taken by the service provider, the nature of the conduct of the service provider, and any other relevant factors.

c. A civil penalty collected pursuant to [this subsection](#) shall be forwarded by the chief operating officer of the board to the treasurer of state to be credited to the department of commerce revolving fund created in [section 546.12](#) and to be used only for consumer education programs administered by the board.

d. A penalty paid by a rate-of-return regulated utility pursuant to [this section](#) shall be excluded from the utility’s costs when determining the utility’s revenue requirement, and shall not be included either directly or indirectly in the utility’s rates or charges to its customers.

e. The board shall not commence an administrative proceeding to impose a civil penalty under [this section](#) for acts subject to a civil enforcement action pending in court under [section 714D.7](#).

5. If the board determines, after notice and opportunity for hearing, that a service provider has shown a pattern of violations of the rules adopted pursuant to [this section](#), the board may by order do any of the following:

a. Prohibit any other service provider from billing charges to residents of Iowa on behalf of the service provider determined to have engaged in such a pattern of violations.

b. Prohibit certificated local exchange service providers from providing exchange access services to the service provider.

c. Limit the billing or access services prohibition under paragraph “a” or “b” to a period of time. Such prohibition may be withdrawn upon a showing of good cause.



d. Revoke the certificate of public convenience and necessity of a local exchange service provider.

6. The board has primary jurisdiction over a complaint pursuant to [this section](#) initiated by a service provider.

7. [Subsection 6](#) does not preclude proceedings before the federal communications commission to enforce applicable federal law. However, a service provider or a consumer, for the same alleged acts, shall not pursue a complaint both before the federal communications commission and pursuant to [this section](#).

8. The board shall adopt competitively neutral rules establishing procedures for the solicitation, imposition, and lifting of preferred carrier freezes. A valid preferred carrier freeze prevents a change in service unless the subscriber gives the service provider from whom the freeze was requested the subscriber's express consent.

[99 Acts, ch 16, §1](#); [2009 Acts, ch 181, §51](#); [2018 Acts, ch 1160, §21](#)

Referred to in [§476.95A, 714D.6](#)

## SUBCHAPTER XVIII

### SEVERABILITY

#### **476.104 Severability.**

If any provision of [this chapter](#) or its application to any person or circumstance is held invalid or otherwise rendered ineffective by any entity, the invalidity or ineffectiveness shall not affect other provisions or applications of [this chapter](#) that can be given effect without the invalid or ineffective provision or application, and to this end the provisions of [this chapter](#) are severable.

[2003 Acts, ch 126, §7](#)