



Iowa Utilities Board

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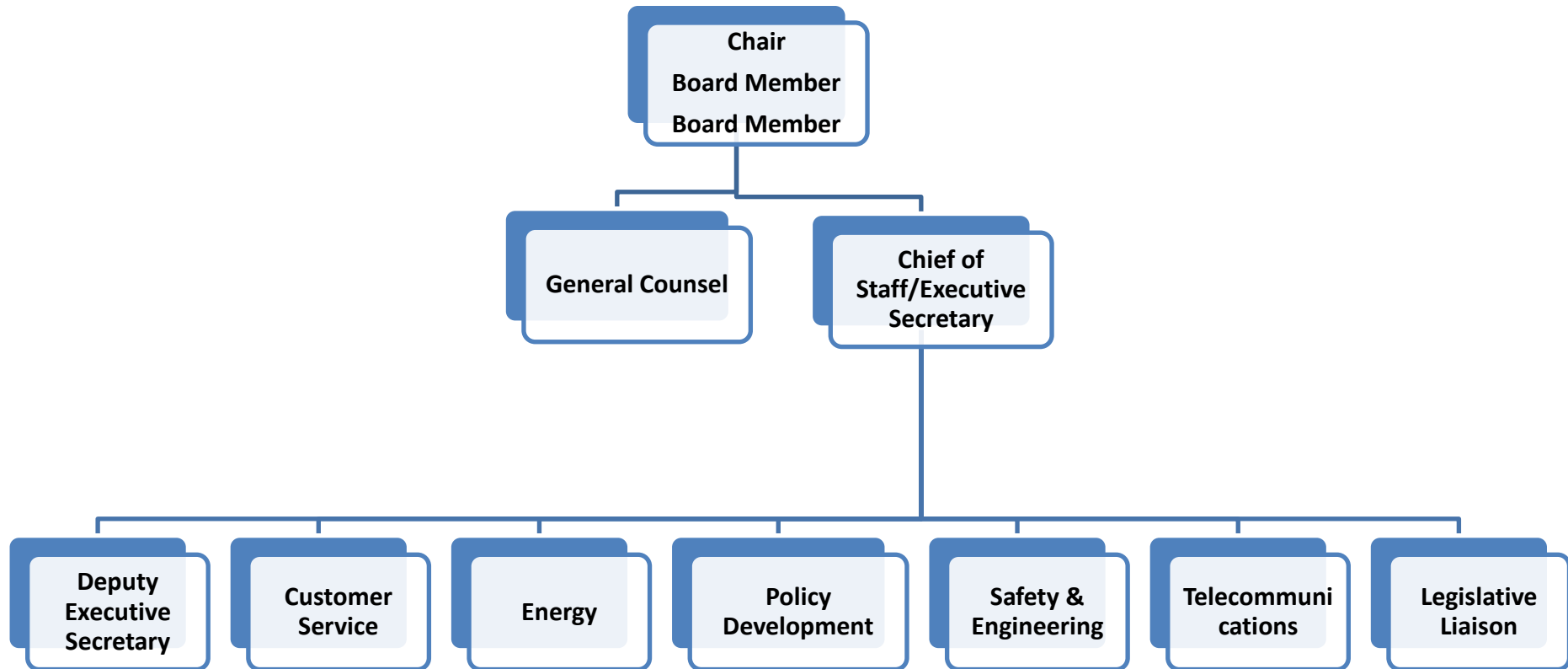
Mission/Vision

Mission: The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

Vision: The Iowa Utilities Board is valued as the regulatory expert and solutions-oriented partner in electric, natural gas, and telecommunications issues.



Organizational Structure





Strategic Planning Goals

- **Goal 1: Our workforce identifies and responds to industry changes and customer needs.**
- **Goal 2: The value of IUB services is enhanced by providing a system of efficient, effective, and open communication between the public, stakeholders, and IUB employees.**
- **Goal 3: The IUB is a decision-making partner on utility-related issues and policy at a state and national level.**
- **Goal 4: Regulatory decision-making is informed and open and utility performance is monitored.**



Management Efficiency- Transmission Kaizen Results

	Current	New	% Change
Total Steps	167	155	5%
Total Delays	176 683	79 no-no 105/145 def – no <hr/> 139/646	55% 40%/18% 80%/5%
Value Added Steps	6	6+2	-
Decisions	7	9	33%
Total Handoffs	70	50	29%
Lead Time - Days	80 days, 17 hrs 513 days, 19 hrs	64 days, 15 hrs 506 days, 13 hrs	20% 2%



Management Efficiency - Customer Service Kaizen Results

	Current	New	% Change
Total Steps	192	125	-36%
Delays Best Case	50 days	36	-28%
Delays Worst Case	127 days	124	-2%
Value Added Steps	5	5	+56.8%
Decisions	45	32	-29%
Loop Backs	16	11	-31%
Total Handoffs	112	93	-13%
Lead Time - Days	105 days & 6 hrs	44 days & 17 min.	-58%



Utilities Board Budget

FY2003 - FY2012

Fiscal Year	Dollars in millions
2003	\$6.80
2004	\$6.89
2005	\$6.89
2006	\$7.23
2007	\$7.26
2008	\$7.57
2009	\$7.57
2010	\$7.79
2011	\$8.17
2012	\$7.79

Notes: a) IUB has historically requested a status quo budget; all increases are adjustments for funded salary increases. b) 2011 expenditures shown through December 2010; 2011 appropriation includes one-time funding of \$377,541 to accommodate a year with both rent and debt service on new building. c) 2012 is IUB's requested budget.



What We Regulate (Overview)

Electricity - siting (all) and rates (except consumer owned, merchant)

- Includes Generation, Transmission (siting), Distribution, Service Issues, Safety

Gas – permitting and rates

Safety and Engineering - regulate gas and electric service providers, pipeline and electric transmission and distribution companies as it relates to safety, construction, and operation and maintenance of facilities

- Review and process petitions for electric transmission line franchises and pipeline permits
- Conduct inspections of natural gas and electric utilities for compliance with safety standards
- Act as an interstate agent for the federal Department of Transportation in pipeline safety matters

Telephone - IUB has authority over service (not retail rates) and ability to resolve certain disputes between utilities



Who We Regulate (Gas, Electric, Water, Telephone)

- 2 Investor-Owned Electric Utilities
- 1 Investor-Owned Water Utility
- 4 Investor-Owned Natural Gas Utilities
- 136 Municipal Electric Utilities
- 45 Rural Electric Cooperatives (consolidation in 2009)
- 51 Municipal Gas Utilities
- 3 Large Local Exchange Carriers
- 280 Incumbant and Competitive Local Exchange Service Providers



Who We Regulate (Electric Details)

Utility Type	# of Utilities	# of Customers	% Customers	2008 MWh Sales ¹	% Sales
IOU	2	1,115,053	72.17%	33,851,883	74.91%
Muni	136	209,531	13.56%	5,320,689	11.77%
REC	46	220,427	14.27%	6,019,457	13.32%
Total	184	1,545,011	100.00%	45,192,029	100.00%

Note: (1) IOU, Muni, and REC totals exclude sales for resale. REC totals exclude sales to Generation & Transmission (G&T).

Source: 2008 Annual Utility Reports (IE-1s, EC-1s, and ME-1s).



Iowa's Energy Infrastructure and Profile

Electric Generation in Iowa by Primary Energy Source (2008)	Net Summer Capacity (MW) ¹	Percent	2008 Generation (MWh) ²	Percent
Coal	6,928	50.5%	40,410,107	76.12%
Natural Gas	2,395	17.5%	2,163,191	4.07%
Wind	2,635	19.22%	4,083,787	7.69%
Fuel Oil / Petroleum	1,017	7.42%	161,127	0.30%
Nuclear	580	4.2%	5,282,202	9.95%
Hydro	142	1.0%	819,047	1.54%
Other Renewables	14	0.10%	167,325	0.32%
Total	13,711.0	100.00%	53,086,786	100.00%

Notes: (1) Capacity physically located in Iowa and includes non-utility generators such as merchant plants, hospitals, colleges/universities, and industrials.

(2) Generation from all Iowa assets as noted in Note 1.

Sources: (1) Capacity: U.S. Department of Energy, Energy Information Administration EIA-860.

(2) Generation: EIA-906/920.



Customer Service (Complaint Types & Numbers)

Docket Type	Number of Dockets
Total C Dockets	155
Electric	96
Gas	21
Telephone	31
Water	7
Total RC Dockets	133
Total GC Dockets	217

C Dockets – Informal Complaints

Possible rules infractions. An informal investigation in which staff proposes a resolution. This resolution may be appealed to the board. The OCA is a party to these dockets and receives a copy of all of the documents.

RC – referred complaints

Complaints about an issue over which IUB lacks jurisdiction. Example of long distance telephone charges not associated with cramming

GC- general correspondence/comments

Information correspondence, no specific complaint requiring investigation or action. Also, missent payments.



Questions?

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